



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

NURSING THE FUTURE



2023 SUSTAINABILITY REPORT

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ABOUT THE REPORT

2-1,2-3,2-6

Formerly known as Metro Pacific Hospital Holdings, Inc. (MPHHI), we amended our corporate name to Metro Pacific Health (MPH) to reflect our expanded healthcare services beyond owning, managing, and operating hospitals.

Our new brand represents our company’s diverse portfolio of healthcare ventures, including hospitals, clinics, laboratories, and health technology platforms. Supplementing our new corporate name, we commit to a new brand promise of delivering integrated quality healthcare services that are both accessible and sustainable. As the Philippines’ largest hospital group, we envision, along with our affiliates and subsidiaries, a future where our expanded network continuously delivers high-quality, sustainable, compassionate, patient-centered care and is recognized as one of Asia’s most innovative and trusted.

Complementing our hospitals’ various client-centric initiatives, we commit to measuring, tracking, and reporting nonfinancial metrics that reflect our governance and performance vis-à-vis the environment and the communities we serve. As we believe that whatever gets measured gets managed, we are now reporting on our Environmental, Social, and Governance (ESG) commitments and responsibilities.



About the Theme

Acknowledging the compassionate hard work of nurses, our Hospital Network believes that nurses do more than provide immediate patient care—they are stewards of long-term health innovations and sustainability in healthcare. This year’s theme recognizes and celebrates the profound impact of nurses not only as caregivers but also as essential pillars in the sustainable development of our healthcare system. Nursing the Future is about acknowledging the dual responsibility that nurses hold: delivering compassionate care to individuals while simultaneously driving forward a health system that is resilient, adaptive, and sustainable.

Standards and Frameworks Used

- Global Reporting Initiative (GRI)
- Sustainability Accounting Standards Board (SASB)
- United Nations’ Sustainable Development Goals (UN-SDGs)

Reporting Period

January 1 to December 31, 2023

Sustainability Contact Person

Atty. Jane Catherine Rojo Tiu
Chief Legal, Compliance, and Risk Officer
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Statements from Our Leadership

Message from the Board 2-22

Metro Pacific Health, the heart of Filipino Healthcare, has grown significantly since our rebrand in 2022. We now encompass 23 hospitals, 28 outpatient centers, 6 cancer care facilities, 2 allied health colleges, and a central laboratory. This expansion is not just a testament to our dedication to delivering high-quality, compassionate care—it also reflects our commitment to making healthcare more accessible and affordable throughout the Philippines.

As the leading private hospital network in the country, we are attentive to the kinds of examples we set. Thus, we are dedicated to embedding sustainability into the core of our operations. Our approach integrates Environmental, Social, and Governance (ESG) metrics and Sustainable Development Goals (SDGs), affirming our commitment to sustainable healthcare at all levels.



2023 marks the publication of our second Sustainability Report, which marks another significant step towards greater transparency and accountability. This report, which now includes disclosures from 19 hospitals—up from four—details our efforts in tracking patient care quality, employee engagement, and governance alongside our carbon footprint, all while emphasizing the nursing efforts throughout the network. It is both proof of our dedication to sustainability and a guide for our future initiatives.

To deepen our sustainability efforts, we intend to set up ESG committees across all subsidiaries to ensure our sustainability goals are helpful and integral to our operations. This underscores our commitment to continuous improvement in every facet of our services.

Metro Pacific Health’s promise comes alive through its compassionate, patient-centered care—and we will continue providing such. We will continually upgrade our facilities and services, which have so far positioned us as one of the most innovative and trusted healthcare providers in Asia. We already support the nation’s health with over **10,000 doctors** and **5,000 nurses**, whose bravery and dedication were especially critical during the pandemic. We vow to work even harder to broaden the horizon for Philippine healthcare—in the process helping build a stronger, more progressive, and healthier nation.

M V Pangilinan

Chairman

MESSAGE FROM THE PRESIDENT



Dear Stakeholders,

As we reflect on the past year and look forward to the future, Metro Pacific Health continues to set the standard in providing advanced, sustainable healthcare across the Philippines. Our journey this year has been marked by significant achievements, most notably the strategic expansion of our hospital network—from the 19 hospitals we ended 2022 with, we have added another 4 in 2023, bringing our network now to 23 premier hospitals. We welcomed key healthcare institutions Howard Hubbard Memorial Hospital, Medical Center Imus, Antipolo Doctors Hospital, and Lucena United Doctors Hospital. These investments are not just expansions but are part of our broader strategy to integrate sustainability and cutting-edge technology into the fabric of healthcare services.

Looking ahead, our vision is clear: to double our current portfolio to **40 hospitals and 5,000 beds** by 2030. This growth is underpinned by our commitment to sustainability, focusing on reducing our environmental impact while enhancing patient care. We are dedicated to creating healthcare environments that promote wellness not only for today but for future generations.

Furthermore, our initiatives this year have begun to show tangible results, improving patient census and launching new services poised to enhance both revenues and patient care quality. We also recognize the indispensable role of our nurses, and we have intensified efforts to enhance nursing skills within our hospitals and academic institutions, ensuring that the future of healthcare is not only envisioned but earnestly nurtured. Their dedication and professionalism are fundamental to the exceptional care we provide across all our hospitals. These efforts align with our long-term objectives of nation-building and community upliftment.

Our path forward is ambitious yet achievable with the continued support and dedication of our team of healthcare professionals and all our partners. Together, we are paving the way toward a future where quality healthcare is a reality for every Filipino, characterized by accessibility, affordability, and technological advancement.

Thank you for your unwavering support as we continue to innovate and expand, ensuring that Metro Pacific Health remains at the helm of transforming healthcare in the Philippines.

Sincerely,



Augusto P. Palisoc, Jr.

MESSAGE FROM THE GROUP CEO

Dear Stakeholders,

Reflecting on the past few years, we have navigated through some of the most challenging times in healthcare, marked notably by the COVID-19 pandemic. These changes have not only set a new course for our operations but have also opened doors to myriad opportunities: all challenges tested our collective resolve, pushing us to safeguard the well-being of our healthcare workers, ensure continuous quality patient care, and uphold the safety of our entire community. It is with a deep sense of pride that I can say, that despite these hurdles, our commitment to healthcare excellence has remained steadfast.

2023 has been a year of remarkable resilience and recovery for Metro Pacific Health. We bounced back with significant financial stability, operational efficiency, and sustainability achievements—milestones that speak volumes about our dedication and strategic foresight. These achievements are a testament to our commitment to the triple bottom line: People, Profit, and Planet, which guide our every action and decision. Some of our noteworthy operational achievements include:

- The expansion of our holding company team has established robust functional coverage across Clinical, Nursing, Patient Experience, Quality, Operations, Technology, Supply Chain, Compliance & Legal, and Finance & Treasury departments.
- We have streamlined management and operations, aligning them more closely with our hospitals' needs and best practices, which has improved patient access, affordability, and quality of care.


- Our governance systems have seen substantial enhancements, facilitated better coordination, and fostered stronger relationships with hospital management teams.

These collective efforts of the network have borne fruit beyond our expectations: we served over **4.3 million patients** this year—a **13% increase** from last year—, we achieved a remarkable **Net Promoter Score of 80**, and generated revenues of **P27.2 billion**. We have done this through the continuous expansion of our network, embracing technological innovations, and enhancing our human resource programs.

With our theme this year, “**Nursing the Future**,” we have also redoubled our efforts to engage more deeply with our employees. Understanding the critical need for skilled nurses, we’ve updated our recruitment, retention, and compensation strategies to attract and retain top talent within our ranks.

As we forge ahead, I extend a heartfelt invitation for you to join us on this transformative journey. Together, let’s continue to innovate, show compassion, and drive sustainable practices to light the way to a healthier future for our communities and beyond.

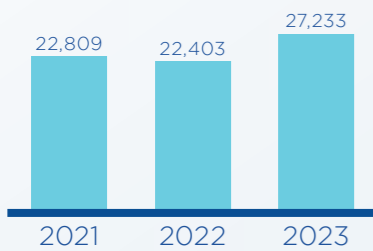
With gratitude and determination,


Dr. Harish Pillai

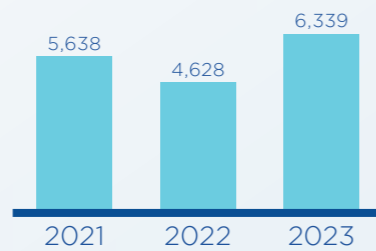


2023 PERFORMANCE HIGHLIGHTS

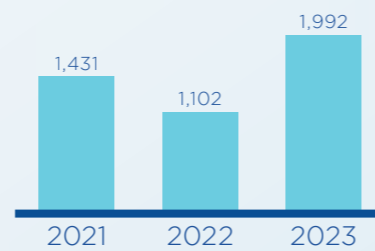
Revenues
(In ₱ billions)
22% ^



Core EBITDA
(In ₱ millions)
37% ^



Core Income
(In ₱ millions)
81% ^



HC-DY-000.B

170,058 Number of in-Patients served (37% increase vs. 2022)

4.2 million Number of out-Patients served (13% increase vs. 2022)

53% Average Occupancy Rate

4 Hospitals
7 Outpatient Care Facilities
Acquisitions in 2023

10,500 Number of Accredited Doctors in the network



OUR NURSES, OUR FUTURE



5,957

Total Number of Nurses as of 2023

With a total of 5,957 nurses across the network, the primary highlight for this year is the synergies championing our nurses. We recognize the indispensable role of nurses in realizing its mission to provide world-class and compassionate healthcare services. In 2023, we launched various leadership and communication platforms and employee engagement initiatives to inspire nursing excellence, fortify nursing staff retention, and cultivate a workforce committed to service excellence.



Advancing Nursing Competencies in the Network

In our ongoing commitment to excellence and innovation in nursing education and practice, we've taken decisive steps to ensure that our nurses are well-prepared to meet the challenges of modern healthcare.

A part of this initiative is the expansion of state-of-the-art training facilities at both Cardinal Santos Medical Center and Makati Medical Center. Here, new simulation programs and skills labs provide vital hands-on training that bridges the gap between theoretical knowledge and practical application. This initiative is designed to equip both new and seasoned nurses with the advanced skills required in today's rapidly evolving healthcare environment.

Further strengthening our educational framework, MPH's academic institutions, including Davao Doctors College and Riverside College, have made substantial investments in upgrading their equipment and Simulation Laboratory facilities. These enhancements are crucial in fostering a comprehensive educational experience that prepares our students to excel in both clinical and academic settings.



Communication and Mentorship Programs at the Nursing Level

MPH is dedicated to enhancing communication and mentorship within our nursing workforce, recognizing that our employees are at the heart of our mission to provide top-tier healthcare. A key component of our approach is the Staff Nurse Kamustahan Program. This innovative platform enables us to connect directly with our Millennial and Gen Z nurses, facilitating open discussions where they can freely express concerns and offer suggestions. This dialogue is crucial for adapting our practices to meet the evolving needs of our staff and patients alike. Simultaneously, the Delta Force Program has been pivotal in stabilizing our senior nurse workforce. This initiative ensures that the invaluable knowledge and experience of our seasoned nurses are passed down through continuous mentorship, securing a legacy of skilled care within MPH and maintaining the high standards for which we are known.

Under the stewardship of our Human Resources department, we have also made significant adjustments to salaries, benefits, and working conditions. These changes prioritize the well-being of our staff, reflecting our belief that the health of our employees is as important as the health of those they care for.

In addition, the establishment of the Chief Nursing Officer (CNO) Council and the Nurse Education Council serve as vital platforms for sharing best practices and strategies for nurse retention and training, ensuring that our nurses have the support and resources they need to thrive.

Project Nightingale

As the network continued to redefine the healthcare experience in the Philippines, one of the key events of the year was the launch of the Project Nightingale program. This initiative fortified the commitment to enhancing the skills and opportunities of nursing students and current nurses.

Project Nightingale set a new standard in healthcare, specifically targeting medical and nursing excellence. The project kicked off with a landmark event during National Nurses Week which coincided with the National Championships of the Metro Pacific Health Battle of the Nightingales (BOTN). As a leg of the initiative, BOTN is an innovative quiz-based competition among nursing schools, designed to foster a spirit of academic excellence and professional growth among nursing students. Starting with hospital-level rounds in May 2023, over 500 students from 200 schools nationwide participated. These rounds determined the representatives for the National Championship, with each winning team receiving cash prizes to support their nursing education.

The Soledad Velez-Pangilinan Nursing Leadership Awards

Aligned with National Nurses Week, this initiative was crafted to enhance the skills and visibility of both aspiring and established Filipino nurses, acknowledging their critical contributions to healthcare.

A highlight of the event was the introduction of the 'Soledad Velez-Pangilinan: The MPH Nursing Excellence Awards.' Named after Mrs. Soledad Velez-Pangilinan, the mother of MPH Chairman Manny Velez Pangilinan and a passionate advocate for the Philippine healthcare system, these awards honor the commitment and skill of exceptional nurses nationwide.

Recognizing nurses who often work diligently behind the scenes, these awards spotlight those who demonstrate exemplary leadership, innovative practices, and a deep commitment to enhancing patient care. The accolades were awarded in three categories: Clinical Nursing, Nursing Leadership, and Nurse Education, celebrating individuals who excel in these essential areas of healthcare.



We aim to become an essential part of every Filipino's health journey, ensuring that they are not only treated but also truly cared for. We want to build the healthcare industry as a whole, and that means taking care of our patients, but also of our own talents, to continually improve our services."

-Dr. Harish Pillai



OUR VALUE CREATION MODEL

2-7, 203-1, 203-2, 302-1, 303-3, 305-1, 305-2, 401-1, 405-1, HC-DY-000.A, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

As the largest private hospital network in the Philippines, our operational conduct is grounded in a holistic purpose of nation-building, providing accessible and quality healthcare, and uplifting the Filipino community. Our value creation model is strategically designed to correspond with the needs of the communities we serve, ensuring that every initiative supports broader societal goals.



Purpose

Contribute to Nation-Building by Enabling a Healthier Philippines and Uplifting the Lives of Filipinos and the Communities we Serve.

	The Value We Generate (Input)		The Impact We Create (Business Output)		SDG Contribution
Financial	<p>₱ 433.3 M Total Investment Costs for Business-related synergies in 2023</p>	<p>₱ 524.8 M Total Investment Costs for Infrastructure Development in 2023</p>	Our Organization ₱ 27,233 B Economic Value Generated ₱ 714 M Economic Value Distributed		
Human	<p>27,066 Group-Wide Total Employees</p>	<p>961 New Hires</p>	Our People and Patients We Serve 9,282,880 Total safe man hours 4:6 Male to Female Employee Ratio 80 NPS 393 Job Specific Development Programs 4.3M Patients Served		
Intellectual	<p>₱ 260.7 M Total Amount of Investment in Technology in 2023</p>	<p>232,411 Total Training hours 3,224 Total Training Sessions</p>	<p>37 Number of Services Offered 51 Number of Specialized Programs 10,500 Accredited Doctors 16,566 Nurses, Staff, & Employees</p>		
Manufactured	<p>4 New Hospitals Acquired in 2023</p>	<p>3,517 Total Number of Hospital Bed Capacity</p>	<p>23 Hospitals 2 Allied Health Colleges 29 Outpatient Care Centers 6 Cancer Centers 1 Specialized Clinical Laboratories</p>		
Natural	<p>1,091,745.91 GJ Energy Consumption 1,147,100 m3 Water Withdrawal</p>	<p>8,741.844 mt Waste Generated 94,606.71 tCo2e Emissions</p>	Our Environment Environmental Programs including, but not limited to: 1. Nurturing Nature: Plant a Tree for a Sustainable Tomorrow 2. Adopt an Estero Program: Environmental Improvement of Loygoy Creek and Mandalagan River 3. Resiklo Lourdes – Road to Zero Basura 4. Clean-up Drive and Dengue Awareness Talk at Brgy. Canlubang		
Social and Relationship	<ul style="list-style-type: none"> Engagement with local government units across the country and relations with national agencies. Engagement and partnerships with reputable consultants Brand and reputation developed as an investor, joint venture partner, and operator of hospitals Brand equity relaunch 	<p>₱ 2M+ Spent on Community Engagement Initiatives</p>	Our Local Community 17,562 Beneficiaries for Medical Mission 98 Corporate Social Responsibility Programs		

Our Business Model

Mission

We deliver integrated quality healthcare services that are accessible and sustainable. We provide excellent and holistic care with compassion. We help develop competent medical and clinical professionals. We contribute to nation-building by enabling a healthier Philippines.

Vision

We are the leading and most valued integrated healthcare network in the Philippines, delivering high-quality, sustainable, compassionate, patient-centered care and is recognized as one of Asia's most innovative and trusted healthcare providers.

Values

People-centeredness; Excellence; Innovation; Good Stewardship; Integrity

Pillars

- Patients Centricity
- Accountability & Transparency
- Climate Action
- Access to Healthcare
- Empowering Employees
- Reducing Adverse Environmental Impact
- Purposeful Partnership
- Positive Social Impact

MEMBERSHIP ASSOCIATIONS 2-28

Asian Hospital Medical Center (AHMC)

- Philippine Hospital Association (PHA)
- Private Hospitals Association of the Philippines, Inc. (PHAPi)
- Philippine Health Insurance Corporation (PhilHealth)
- Joint Commission International (JCI)
- Philippine Nurses Association (PNA)
- Philippine Oncology Nurses (PONA)
- Maternal and Child health Nurses Association of the Philippines (MCNAP)
- Renal Nurses Association of the Philippines (RENAP)
- Operating Room Nurses of the Philippines (ORNAP)
- Critical Care Nurses Association of the Philippines (CCNAPI)
- Association of Nursing Service Administrators of the Philippines (ANSAP)

Cardinal Santos Medical Center (CSMC)

- Hospital Management Asia
- Philippine Hospital Association (PHA)
- Private Hospitals Association of the Philippines, Inc.(PHAPi)
- Philippine Hospital Association (PHA)
- Private Hospitals Association of the Philippines (PHAPI)
- Accreditation Canada International (ACI)

Davao Doctors Hospital (DDH)



- Philippine Hospital Association (PHA)
- Private Hospitals Association of the Philippines (PHAPI)
- Accreditation Canada International (ACI)

Makati Medical Center (MMC)

- Philippine Hospital Association (PHA)
- Private Hospitals Association of the Philippines (PHAPI)
- Philippine Society for Quality in Healthcare

AWARDS AND RECOGNITIONS


Asian Hospital Medical Center (AHMC)

-  Clinical Service Initiative of the Year - Philippines (Healthcare Asia Awards 2023)
-  Patient Care Initiative of the Year - Philippines (Healthcare Asia Awards 2023)

Cardinal Santos Medical Center (CSMC)

-  Platinum Seal of Accreditation, Accreditation Canada International
-  People-Centered Care Commitment Award
-  Best in Talent Development, Second Runner-up, Excellence Award Winner (Hospital Management Asia Awards 2023)
-  Runner-up, Best Purpose Driven People Community Category (2023 Investors in People Philippines Awards)
-  Grand Winner, Learning & Development Category (2023 Investors in People Philippines Award)

Davao Doctors Hospital (DDH)

-  1st Runner Up, Level III (Private Sector) category, 2023 Philippine Hospital Association Awards

Makati Medical Center (MMC)

-  Diamond Status Award, World Stroke Organization (WSO)
-  2023 DOH Hospital Star, Hall of Fame Award
-  Gold Status Accreditation, Investors in People (IiP)
-  DOH Star Awards Patient Safety

OUR HOSPITALS AND FACILITIES

HC-DY-000.A, 2-1, 2-6, 2-25

OUR HOSPITALS

- 01** Makati Medical Center
- 02** Cardinal Santos Medical Center
- 03** Asian Hospital and Medical Center
- 04** Manila Doctors Hospital
- 05** Davao Doctors Hospital
- 06** Riverside Medical Center
- 07** Calamba Medical Center
- 08** Marikina Valley Medical Center
- 09** Our Lady of Lourdes Hospital
- 10** De Los Santos Medical Center
- 11** St. Elizabeth Hospital
- 12** Central Luzon Doctors' Hospital
- 13** Commonwealth Hospital and Medical Center
- 14** Sacred Heart Hospital of Malolos
- 15** Manuel J. Santos Hospital
- 16** West Metro Medical Center
- 17** Ramiro Community Hospital
- 18** Los Baños Doctors Hospital and Medical Center
- 19** Dr. Jesus C. Delgado Memorial Hospital
- 20** Howard Hubbard Memorial Hospital
- 21** Medical Center Imus

- 22** Antipolo Doctors Hospital
- 23** Lucena United Doctors Hospital

OUR OUTPATIENT CARE CENTERS & CLINICS

- 24** MakatiMed Wellness Center
- 25** MakatiMed Discovery Primea
- 26** MakatiMed Araneta City
- 27** MakatiMed at Home (NEW)
- 28** Cardinal Santos Kidney Care Center
- 29** Cardinal Santos - Meralco Corporate Wellness Center
- 30** Cardinal On Wheels
- 31** Davao Doctors Lab N Go
- 32** Davao Doctors Care Center - Dumoy
- 33** Davao Doctors Care Center - SM Lanang
- 34** Davao Doctors Hospital - SM City Davao
- 35** St Elizabeth Primary Care Center - Alabel
- 36** St Elizabeth Urgent Care Center - Main
- 37** St Elizabeth Express Care Center
- 38** SEHI on Wheels (NEW)
- 39** Calamba Medical - Our Health Center
- 40** Una Konsulta - Riverside
- 41** Manila Doctors Roving-Med



- 42** Marikina Valley Out Patient Care Center
- 43** West Metro Urgent Care Center
- 44** West Metro Kidney Care Center
- 45** WMMC on Wheels (NEW)
- 46** MJ Santos Primary Care Center Nasipit
- 47** MJ Santos Renal Care Center
- 48** MJ Santos Primary Care Center - Main
- 49** MJ Santos Medical Arts Building
- 50** Sacred Heart Care Center - Paombong
- 51** OCC on Wheels
- 52** Dr. Jesus C. Veneracion Medical Arts Building
- 53** DLSMC Home Health Services
- 54** MJSH on Wheels

OUR CANCER CARE CENTERS

- 47** Riverside Bacolod Cancer Care Center
- 48** St. Elizabeth Cancer Care Center
- 49** Calamba Cancer Center
- 50** West Metro Cancer Center
- 51** Remedios P. Quirino Cancer Center
- 52** Lipa Medix Cancer Center

OUR ALLIED HEALTH COLLEGES

- 61** Davao Doctors' College
- 62** Riverside College

OUR CENTRALIZED LABORATORY

- 63** Medi Linx Laboratory, Inc.

OUR APPROACH TO SUSTAINABILITY

HC-DY-000.A, 2-1, 2-6, 2-25

Recognizing the critical role we play in both community health and environmental stewardship, our approach is dual-focused—enhancing public health outcomes while minimizing our ecological impact.

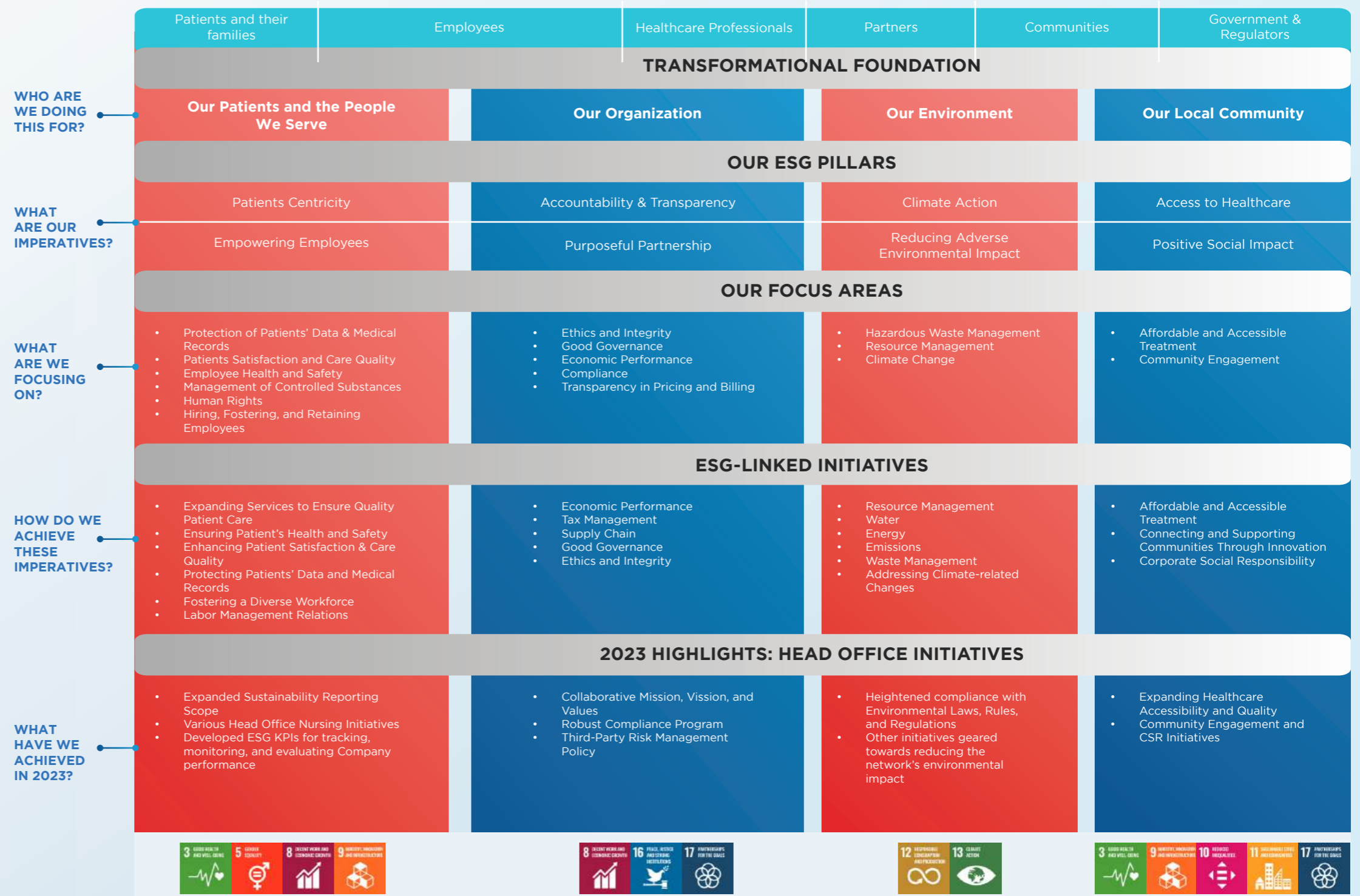
In our attempt to reinforce our commitment to embedding robust, sustainable practices across all operational aspects of our hospitals, we developed a sustainability framework in 2022 to fortify and redefine our practices—that ESG is not an afterthought but a fundamental criterion in our daily decisions and long-term planning.

This framework integrates socio-economic development and environmental objectives into our core business strategies, aligning with the MPIC group's broader sustainability goals to ensure a unified approach across our network. Likewise, our Environmental, Social, and Governance (ESG) Key Performance Indicators (KPIs) are consistent with the standards set by our major investors like KKR & Co., Inc. and GIC Private Limited.



Purpose: Contribute to Nation-Building by Enabling a Healthier Philippines and Uplifting the Lives of Filipinos and the Communities we Serve.

WHY ARE WE DOING THIS?



Aligned with MPIC's Sustainability Framework

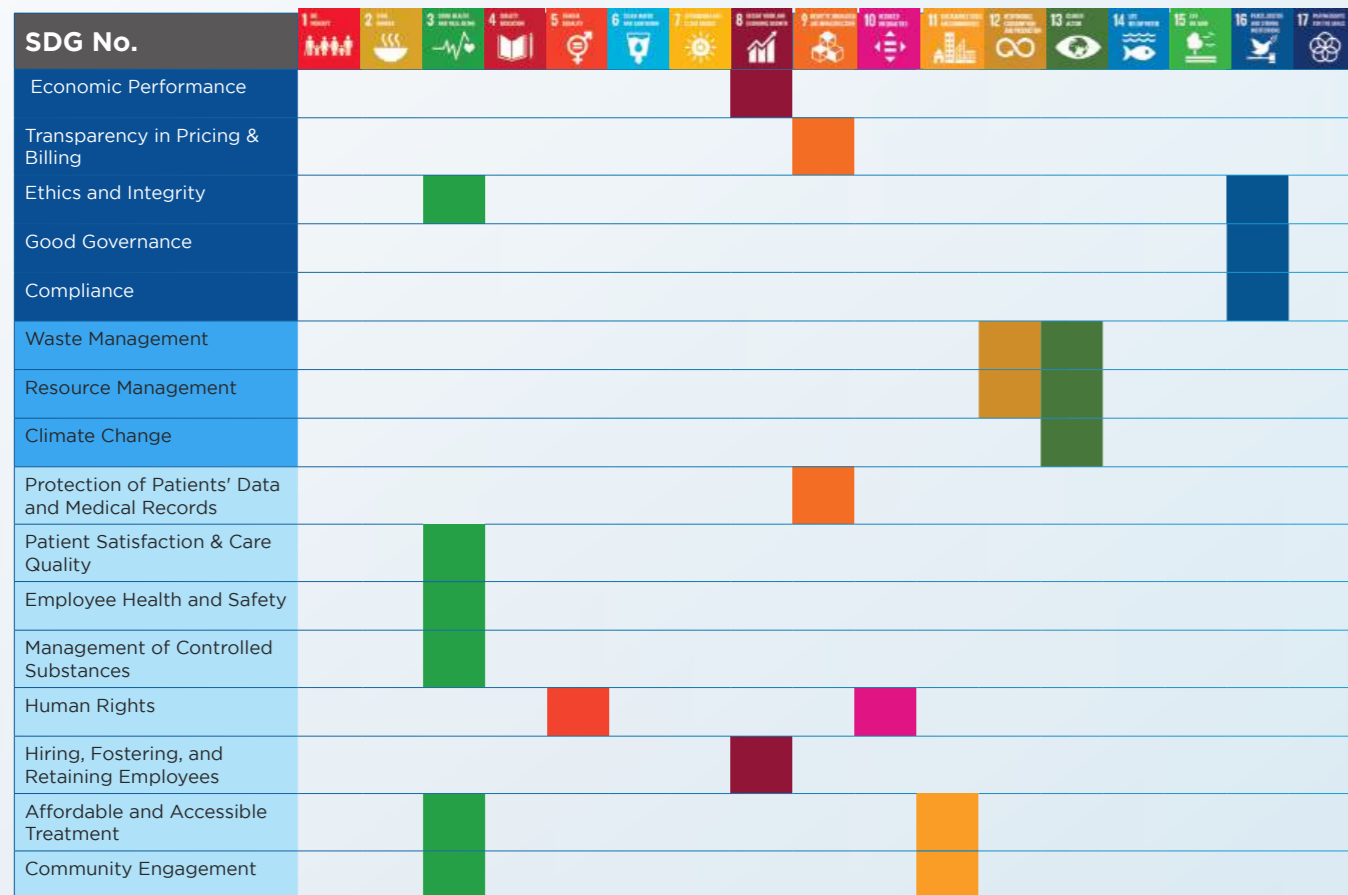
MPH SUSTAINABILITY FRAMEWORK 2-6

MATERIAL TOPICS 3-1,3-2

In December 2022, our network conducted an impact materiality assessment involving executives and senior management to evaluate the environmental and social aspects critical to the organization's operations and supply chain. This exercise focused on determining the relevance of each material topic to stakeholders and its impact on business operations.

The outcomes of this assessment are depicted through a materiality map linked with their SDG impact. These crucial topics deemed by our stakeholders also align with common issues faced globally in the healthcare sector.

LIST OF MATERIAL TOPICS



SUSTAINABILITY GOVERNANCE 2-9, 2-12-2-13, 2-14

Our unwavering commitment to maintaining the highest ethical standards and integrity in sustainability governance is paramount. This commitment is deeply rooted in the trust our patients and key stakeholders place in us, motivating us to create enduring value that aligns with our vision, mission, and core values.

Our dedication to ethical conduct is evident in every aspect of our operations. Each member of our workforce is expected to adhere strictly to laws, regulations, and best practices that safeguard our integrity and uphold human rights. Central to our ethical governance framework is our robust Anti-Bribery and Anti-Corruption Policy. We are committed to regular education and awareness campaigns that foster a culture of compliance and integrity. These initiatives include annual refresher training and continuous online dissemination of information, ensuring that all employees, from the corporate to the operating hospital level, understand and can fulfill the policy's requirements and obligations.

The drive towards ethical sustainability governance does not stop with policy enforcement. It is embodied in the actions of our people and the structure of our governance. The ESG workstream, which plays a critical role in the production of this report, is spearheaded by our Legal and Compliance Department. Each hospital in our network embodies sustainability, supported by dedicated sustainability champions.

Leadership in our sustainability efforts is provided by Mr. Dennis Montecillo, who serves as the ESG Committee Chair. His leadership emphasizes the importance of integrated governance and is a testament to our 'GLOCAL' approach—thinking globally and acting locally. This multi-stakeholder local governance mechanism ensures that while we align with global standards, our actions resonate at the local level, making a tangible impact in the communities we serve.



IN DIALOGUE WITH THE ESG COMMITTEE CHAIR

2-22

Our theme this year, “Nursing the Future,” is an expression of focus – not on capital; not on process; and not even on senior management. Instead, our focus is on our nurses.

This assertion as our guiding theme appropriately frames the triple bottom line objectives of the firm. After all, it is our nurses who stand at the intersection of our company and our customers (“people”). They are also the face of our business – our eyes and ears, our fingertips on the pulse of our patients, to tell us whether we are doing the best for the most people (“planet”) while producing the returns on capital that our shareholders expect of us (“profit”).

This last point is worth dwelling on.

Pun intended, no sustainability effort can be sustainable if the stakeholders do not see the commercial rationale for decisions made. We will pivot the narrative wherein ESG is a compliance task to an integral part of the business narrative and strategy.

Our commitment to our nurses is the centerpiece of the “S” in ESG. It is the common theme

that cuts throughout all the 24 hospitals in our network. Our nurses have the potential to unify our commitment to quality healthcare throughout the broad spectrum of our patients. Due to the wide geographic spread of our subsidiaries, their levels of economic affordability can vary widely. Yet, all Filipinos deserve the very best healthcare that MPH can provide to them. While medical services will vary across our subsidiaries, what will remain constant is the quality of care that we aim to provide.

On the “E” side, this second publication of our sustainability report demonstrates our commitment to broadening our coverage from four hospitals last year to 19 this year. I wish to underscore our chairman’s statement regarding his wish that all subsidiaries establish ESG committees to ensure that our sustainability goals are integral to our operations, as well as properly coordinated and streamlined across the group.

On the “G” side, we will continue to raise the disclosure level of our subsidiaries through the



establishment of the aforementioned ESG committees. In addition to the environmental metrics that you will read about in this report, you can expect more disclosure on our corporate social responsibility (CSR) activities groupwide as we develop a balance between demonstrating common objectives and being sensitive to local needs.

No one needs to be reminded that the task is daunting for everyone, but at MPH, we will not permit this to deter us from seeking the best for our stakeholders. In our sights is the next objective: patient rights. To strike a balance between what is best for them and what they choose is the best way forward, considering their unique circumstances, our patients need to know that they are in a safe and caring environment that welcomes inquiry and education so that they can make the best choices available to them. In a healthcare setting, this is what the patient-provider relationship is all about.

Mr. Dennis M. Montecillo



HOSPITALS IN FOCUS

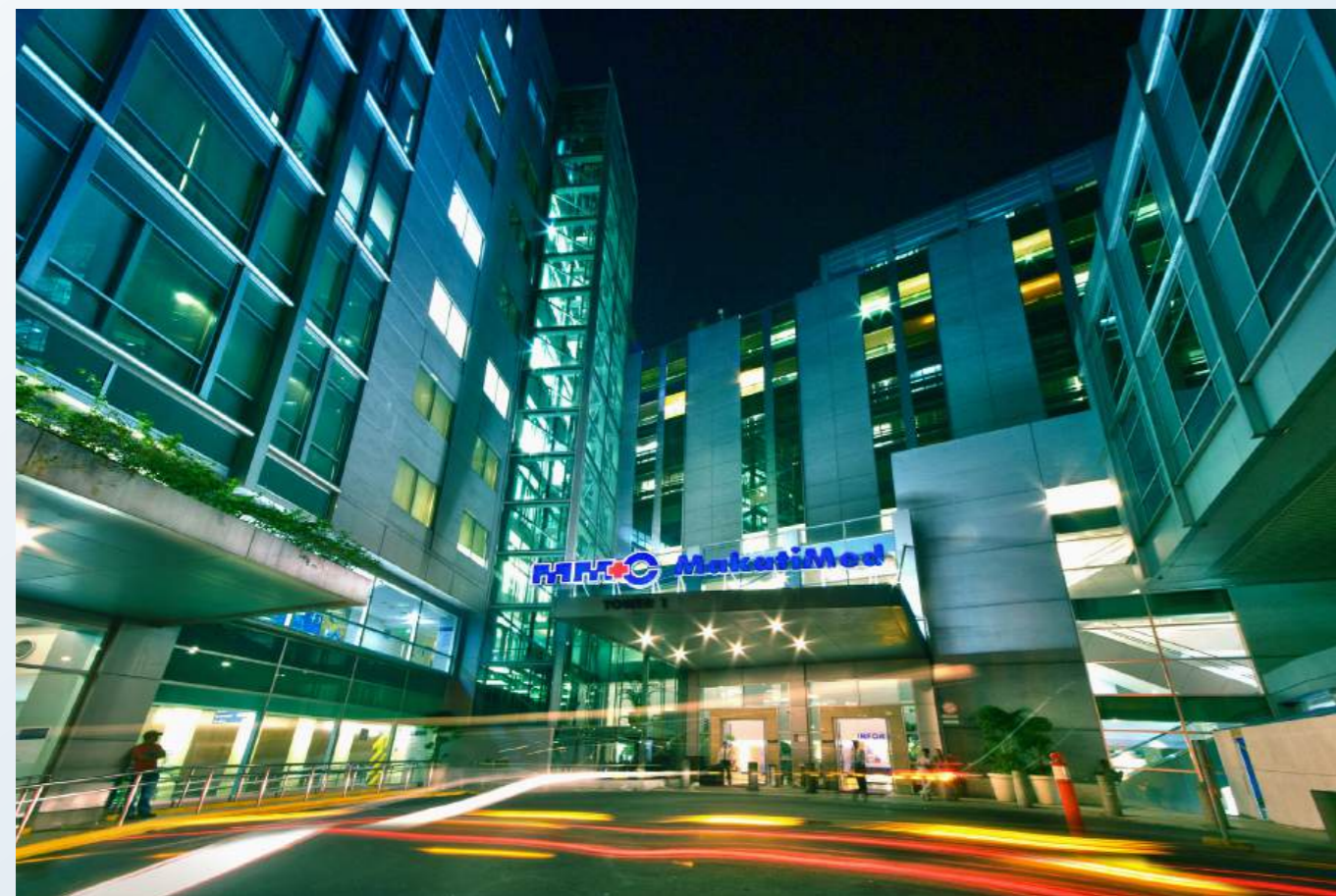
2-2

This reporting year sets a new standard for our network as we broaden the scope of our reporting. This year, we particularly highlight the Environmental, Social, and Governance (ESG) efforts of four hospitals within our group.

In contrast, the remaining 15 hospitals in our network are at an earlier stage of their sustainability journey. As such, their reporting covers a more limited scope. These hospitals are focusing on fundamental KPIs that include clinical and operational indicators, employee engagement, resource and greenhouse gas management, and community relations.

These hospitals are ahead in their ability to track, measure, and report on a wide range of ESG Key Performance Indicators (KPIs).

- 01 Asian Hospital and Medical Center
- 02 Cardinal Santos Medical Center
- 03 Davao Doctors Hospital (Clinica Hilario, Inc.)
- 04 Makati Medical Center



While the scope of indicators for these 15 hospitals is currently limited, they lay a strong foundation for more comprehensive reporting in the coming years. This initial focus is a crucial step in preparing each hospital to adopt full-scale sustainability reporting, enhancing their capabilities to measure and manage their impact effectively.

The following 15 hospitals are as follows:

- 01 Riverside Medical Center
- 02 Calamba Medical Center
- 03 Marikina Valley Medical Center
- 04 Our Lady of Lourdes Hospital
- 05 De Los Santos Medical Center
- 06 St. Elizabeth Hospital
- 07 Central Luzon Doctors' Hospital
- 08 Commonwealth Hospital and Medical Center
- 09 Sacred Heart Hospital of Malolos
- 10 Manuel J. Santos Hospital
- 11 West Metro Medical Center
- 12 Ramiro Community Hospital
- 13 Los Baños Doctors Hospital and Medical Center
- 14 Dr. Jesus C. Delgado Memorial Hospital
- 15 Howard Hubbard Memorial Hospital



ASIAN HOSPITAL AND MEDICAL CENTER

HC-DY-000.A

Asian Hospital and Medical Center (AHMC) is a premier private hospital in Metro Manila, renowned for delivering world-class medical care rooted in compassionate Filipino hospitality. Established on May 11, 2002, AHMC has consistently raised the bar in healthcare standards, earning recognition as a Level 3 hospital accredited by the Department of Health (DOH).

AHMC's dedication to excellence is underscored by its accreditation from the Joint Commission International (JCI), placing it among the top healthcare institutions in the Philippines recognized for its stringent international standards of care and safety.

In 2023, AHMC was honored at the Hospital Management Asia Awards for its unwavering commitment to excellence in healthcare management. This recognition highlights AHMC's dedication to refining hospital processes, prioritizing patient safety, and delivering compassionate care that collectively meets international standards of excellence.



296 bed capacity



Muntinlupa City



Level 3 DOH Hospital



76 Net Promoter Score

ASIAN HOSPITAL AND
MEDICAL CENTER

Patient Satisfaction & Care Quality

A sustainable business consistently creates value for all stakeholders. At AHMC, growth is driven by the hospital's dedication to high-quality patient care, community stewardship, and environmental protection. Aligned with the MPH group's mission, AHMC is committed to making world-class healthcare accessible to more Filipinos.

Patient welfare and satisfaction are AHMC's top priorities, driving its mission to provide international-grade medical services. To ensure an exceptional patient experience, the hospital continually enhances its processes. A key initiative is improving the inpatient discharge process. By implementing Lean Six Sigma principles, AHMC developed an efficient and sustainable system to expedite patient room turnover, targeting a discharge time of less than four (4) hours. Despite rising admissions, the hospital has consistently improved its turnaround time. This accomplishment earned AHMC the Excellence Award at the Hospital Management Asia Awards 2023, held in Kuala Lumpur, Malaysia, in September.

AHMC integrates customer feedback into all aspects of its operations. Addressing patient concerns is the hospital's first step in continuously improving its services. AHMC values customer input and makes feedback channels accessible. The hospital collects patient comments through surveys promoted via posters, flyers, website QR codes, automated text messages, and pre-discharge email notifications. On-site, AHMC conducts random-sample surveys. The hospital also receives feedback through online platforms like Facebook Messenger, Instagram, and Google ratings.

A fundamental aspect of quality patient care is ensuring patient safety. To this end, AHMC manages high-risk products, particularly those involving chemicals and radioactive substances, through stringent handling protocols. The hospital also implements comprehensive policies for medical device and drug recalls, covering all procedures for managing products with potential adverse risks.

Health & Safety

To ensure patient safety, AHMC ensures its healthcare professionals and staff have up-to-date knowledge and skills through regular workshops and training programs conducted by its Human Resources (HR) Department. The hospital also holds regular evaluation sessions to identify improvement areas based on survey results.

Recognizing the importance of patient engagement in health outcomes, AHMC has developed initiatives to empower patients to make informed health decisions. The hospital's digital platforms enhance patient engagement by facilitating appointment scheduling and sharing relevant medical information and updates via social media.

AHMC is dedicated to enhancing patient care and safety through advanced medical infrastructure and state-of-the-art treatment options, focusing on precision medicine. In line with this mission, AHMC has continuously invested millions in its comprehensive, multidisciplinary cancer control and care facility. This facility is designed to cater to each individual cancer patient, utilizing cutting-edge technology for early screening, interdisciplinary integrated specialty surgeries, drug and radioisotope-radiation treatments, and comprehensive supportive care services. Embodying compassion, innovative sophistication, and genomic conformity, AHMC ensures personalized care for every patient who walks through its doors.



Patients' Data & Medical Records

Patient privacy is a top priority at AHMC. The hospital diligently protects medical information in line with patient preferences, strictly adhering to R.A. 10173, the Data Privacy Act of 2012. AHMC maintains this commitment throughout the data lifecycle and also ensures that patients receive comprehensive information about data control through detailed Data Processing Consent forms.

Employee Engagement

3-3

An engaged workforce is crucial for delivering exceptional care. To motivate every team member, from staff to healthcare providers, the hospital prioritizes sustainable HR practices that promote well-being and professional growth.

To keep engagement levels high, AHMC champions diversity and inclusion. It values all team members regardless of age, religion, ethnicity, gender, political beliefs, disability, ancestry, or national origin. AHMC's recruitment process is impartial, ensuring respectful treatment for all applicants. The hospital strictly adheres to job specifications aligned with job descriptions to ensure fairness in candidate selection.



Employee Male to Female Ratio



Hiring, Fostering, and Retaining Employees

401-1

Attracting new talent was challenging for AHMC in 2023. Prospective employees were more discerning in evaluating job offers, considering factors such as cost of living, commute times, competitive salary and benefits packages, and location-related issues. Despite these challenges, AHMC successfully onboarded 1,065 new employees. However average attrition rate went up slightly from 2.60% in 2022 to 2.96% in 2023.

To ensure fairness in recruitment, AHMC enforces a non-discrimination policy, specifically driving gender neutrality per its Policy on Recruitment 9PL-HRD-005. To further support workforce stability, AHMC implements a comprehensive Succession Planning policy (PL-PCS-010), identifying and preparing candidates for Business and Critical Operations positions to ensure seamless operations and effective leadership continuity.

Compensation and Benefits 3-3, 401-2, 404-2, 404-3

AHMC’s employees are vital to delivering high-quality patient care. The hospital prioritizes their well-being by offering competitive compensation, comprehensive benefits, and ample growth opportunities, empowering staff to excel in their careers and provide exceptional healthcare services. Furthermore, AHMC’s Total Rewards program is designed to attract and retain top-tier talent.

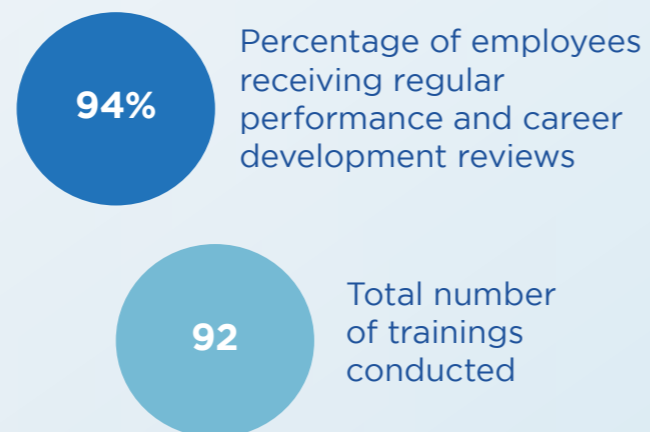
Employee satisfaction with the hospital’s benefits is generally high, with ongoing suggestions for enhancements. While the current benefits package meets employees’ needs, AHMC acknowledges opportunities for improvement to better align with evolving expectations and industry standards. Despite discontinuing pandemic-related hazard pay, AHMC surpasses basic labor regulations by offering long-term incentives and a more comprehensive benefits package than legally required. Aligned with its corporate values, the hospital invests in benefits that enhance employee morale and foster loyalty. For instance, to promote employee health and wellness, AHMC provides HMO coverage, medicine subsidies, gym allowances, and health-focused campaigns and training programs.

AHMC implements programs to enhance employee involvement in decision-making related to their work. Through the Labor Management Council known as TAPAT - Tatak Asian Pusong Asian Team, the hospital fosters open communication between management and staff, encouraging collaborative discussions to improve work processes and conditions.

To address employee concerns, AHMC has set up multiple mechanisms, including the TAPAT Grievance system and “Be with Dr. B” coffee sessions with the Asian Hospital President and CEO. These channels enable employees to voice concerns and seek resolutions in a fair and transparent manner.

In tackling challenges related to employee participation, the hospital employs various strategies. For example, department managers regularly update staff on hospital campaigns and activities during unit meetings, ensuring clear and consistent communication. Additionally, AHMC incentivizes engagement by offering rewards such as tokens or raffle prizes, motivating employees to actively participate in organizational initiatives.

To protect employees from retaliation when communicating sensitive matters to authorities, the hospital enforces a code of ethics with a clause against retribution. This commitment to ethical conduct ensures that employees can raise concerns or aimed at enhancing procurement processes. The Hospital enforces a zero tolerance policy for disruptive behavior.



Organizational and Governance Highlights

3-3

Recognizing the critical importance of good corporate governance in ensuring the sustainability and success of its business operations, AHMC upholds the principles of Accountability, Transparency, and Sustainability in all of its organizational practices. These principles are integral to enhancing investor confidence and achieve long-term sustainable growth.

By exercising effective oversight and adhering to best practices, AHMC maintains high standards of corporate governance that align with its mission of delivering quality healthcare and creating value for stakeholders.

Supply Chain & Human Rights

AHMC enforces a comprehensive supplier accreditation policy that includes evaluating environmental performance and implementing measures to prevent bribery and corruption. Despite not being directly related to hospital operations, the policy also addresses issues such as forced labor, child labor, and human rights abuses.

In selecting suppliers, AHMC prioritizes local providers to support domestic industries and streamline logistics. This approach, however, introduces potential risks such as higher distributor costs and handling, which the hospital manages through collective negotiations with the Metro Pacific Health Procurement group

To mitigate risks such as supplier non-conformance and delivery issues (such as expired or defective products), AHMC adheres strictly to requirements set by the Metro Pacific Health Supply Chain group and internal policies. As part of the supplier accreditation process, the hospital evaluates suppliers based on their environmental and social impacts, focusing on quality management documents and social impact assessments.



Moreover, AHMC ensures transparency in communication through notifications about bidding and contract requirements. Quality Management oversees incidents of non-compliance, offering formal channels for suppliers to voice concerns.

In 2023, AHMC launched initiatives aimed at enhancing procurement processes. These efforts included securing supplier rebates, offering prompt payment discounts, and conducting comprehensive contract negotiations to maximize savings on every transaction through effective negotiation strategies.

Ethics and Integrity

3-3, 2-23, 2-24, 205-2, 206-1

AHMC is committed to upholding high ethical standards and integrity in sustainability governance, reflecting the trust placed in it by patients and key stakeholders. This commitment drives AHMC’s teams to create enduring value aligned with the hospital’s vision, mission, and core values. Every member of the AHMC workforce adheres to laws, regulations, and best practices to safeguard the organization’s integrity and uphold human rights.

To reinforce ethical governance, AHMC places a strong emphasis on its Anti-Bribery and Anti-Corruption Policy. The hospital invests in regular education and awareness campaigns to foster a culture of anti-corruption awareness and compliance among its staff. These efforts include annual refresher training and online information dissemination to ensure all employees grasp the policy’s requirements and obligations. Moreover, AHMC integrates this policy into its onboarding process to instill a commitment to combating corruption in new hires.

In 2023, AHMC upheld its exemplary reputation with zero incidents and violations of labor laws and human rights.

Legal actions for anti-competitive behavior, anti-trust, and monopoly practices



206-1
Number of cases in 2023

Resource Management and Addressing Climate Change ³⁻³

AHMC integrates sustainability practices into its energy use and management. Initiatives include transitioning to energy-efficient LED lighting and upgrading equipment to reduce energy consumption, lower costs, and lessen the hospital’s environmental footprint.

To monitor emissions, the hospital tracks power and fuel consumption and employs measures like preventive maintenance to reduce or control emissions, focusing on Scope 1, Scope 2, and other significant air emissions. Additionally, timely preventive maintenance for its vehicles remains a priority to further mitigate environmental impacts.

AHMC has also made investments in reducing greenhouse gas emissions and minimizing waste generation. Scrap materials are sold to accredited third-party haulers, and electronic waste is segregated for recovery. The hospital adheres to a formal waste reduction policy, particularly in medical waste management as detailed in PL-HSK-002. Proper waste disposal, including the accreditation of waste collectors and adherence to waste management standards, is overseen through third-party haulers for medical, hazardous, and non-hazardous waste.

Looking ahead, AHMC is exploring the potential adoption of electric vehicles to reduce fleet fuel consumption and overall carbon footprint. While plans for electric vehicle procurement signify progress towards carbon neutrality, specific targets and timelines are yet to be documented. The hospital is also considering future investments in renewable energy, such as solar panels.

302-1, 303-3, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	57,615.64
Water Withdrawn (m ³)	152,665
Waste (mt)*	550.42
Emissions (tcO2e)	
Scope 1	3.96
Scope 2	11,386.35

*Total Waste in MT includes hazardous, non-hazardous, and medical waste

Affordable and Accessible Treatment

3-3, 203-1, 413-1

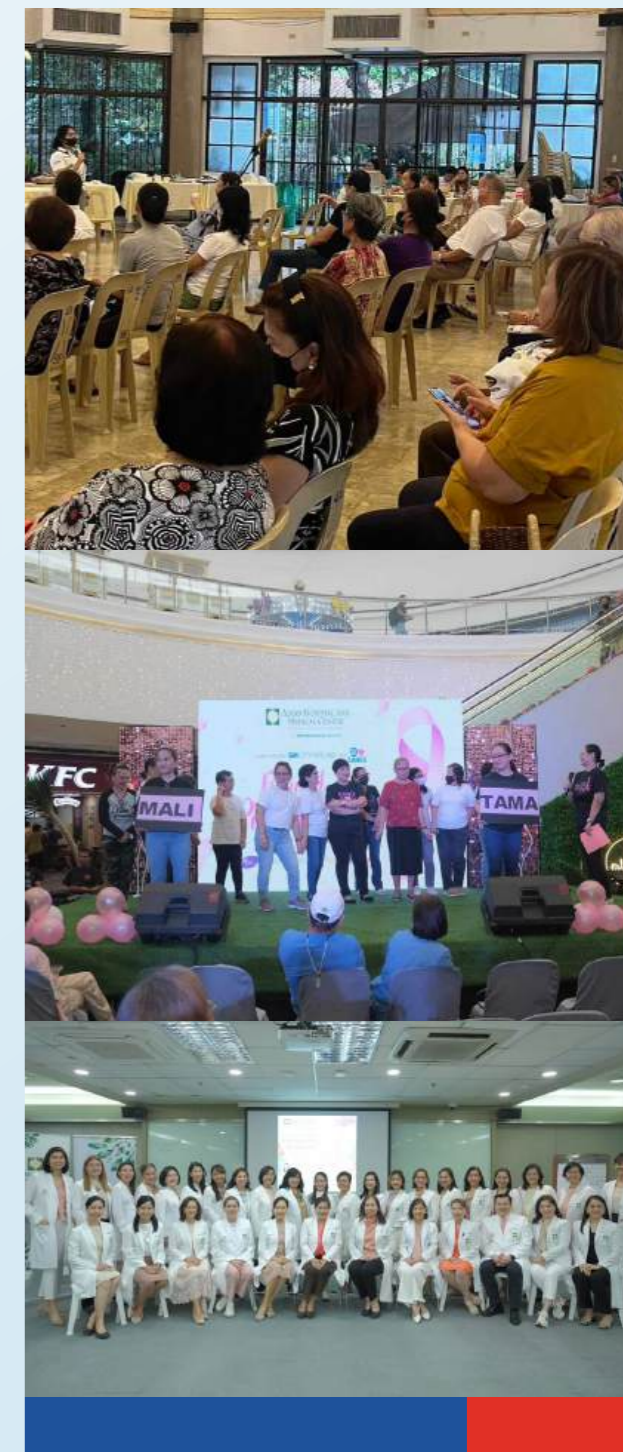
AHMC actively encourages employee participation in volunteer programs by supporting staff-led social services and providing resources at reduced costs, fostering a culture of social involvement. Employees are also granted company time for volunteer activities.

As a dedicated healthcare institution, AHMC is committed to delivering high-quality healthcare services to underserved communities. The hospital prioritizes addressing the healthcare needs of low-income populations through various initiatives. These efforts ensure that individuals and families facing financial barriers receive essential medical care and services, reflecting AHMC’s mission to provide compassionate healthcare to all community members, regardless of socioeconomic status.

Community Engagement

In 2023, AHMC’s medical missions included programs such as the Residency Training Program, Cancer Care Access Program, Surgical Circumcision Mission for San Nicolas Tolentino Parish, Free Consultation in the Obygne Department, and Free Cataract Surgery in the Optha Department.

AHMC also actively engages communities through impactful programs aimed at improving health, safety, and community spirit. In 2023, it conducted a Dental Mission, Emergency Preparedness Program, and Christmas Culminating Activity Caroling Contest for Marillac Hills residents. Additionally, AHMC organizes skill-building activities and training sessions led by hospital consultants. Through initiatives like the Marillac Hills Nursing Aide Scholarship, AHMC supports residents in their training, enhancing employability and creating local job opportunities.



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infection & Other Healthcare Delivery Outcomes	Caesarian Section	68%
	Readmission	0.79%
	Pressure Injury	0.08%
	Fall	0.32% per 1000 inpatient days
	Surgical Site Infection	0.15%
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0.52%
	Catheter Associated Urinary Tract Infection (CAUTI)	0.43%
	Needle Stick Injury (NSI)	57
	Near Miss	4,954
	Emergency Room (ER) Turn-Around Time (TAT) (mins.)	ER to Admission = 674.4 minutes (11.24 hours) ER to Discharge = 221 minutes (3.69 hours)
Discharge Turn-Around Time (TAT) mins.	232 minutes (3.87 hours)	
Medication Management Indices	Number of controlled substances handled and being prescribed by hospitals	50,171
	Cases of Dispensing Error and Rate	0.052
Undesired Outcomes & Variation	Mortality	2.42
	Morbidity	0
Patient's Privacy	Number of substantiated complaints on customer or patient privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
Number of patients affected by data breaches		

Employee Diversity		
Total Number of Employees	Male	500
	Female	1,169
Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	0
	Number of hours worked	0
	Safe man hours	0
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill health	0
	Number of recordable cases of work-related ill health	0
Main Types of Work-Related Injuries	N/A	
Main Types of Work-Related Ill Health	N/A	

CARDINAL SANTOS MEDICAL CENTER

HC-DY-000.A

Cardinal Santos Medical Center (CSMC) in San Juan City, Metro Manila, is one of the Philippines' premier hospitals. Established in 1974, this Level 3 Department of Health-accredited hospital excels in cardiology, oncology, neurosurgery, gastroenterology, rehabilitation medicine, and sports medicine. As part of the Metro Pacific Health network, CSMC offers top-tier healthcare through its Centers of Excellence: the Cardiovascular Institute, Cancer Center, Brain and Spine Institute, Center for Thoracic & Critical Care Medicine, Professor Sol Z. Alvarez Center for Digestive Diseases & Gastrointestinal Endoscopy, and the Sports Medicine Institute (MVP Clinic).

Known for its family-like environment, CSMC ensures every patient receives quality medical treatment with the warmth and commitment of family care. Specialized services include the Diabetes, Endocrine, Metabolic and Nutrition Center; Urology and Stone Center; Comprehensive Vascular and Wound Care Center; Comprehensive Women's Care Unit; Pain Management Center; Eye Center; Hand Center; Lifestyle and Wellness Center; and the Cardinal Santos Kidney Care Center (CSKCC), a free-standing dialysis unit in Mandaluyong City. The hospital also offers innovative services such as the Cardinal on Wheels (COW) Laboratory Home Service and the Hospital on Wheels (HOW), a ten-wheeler mobile clinic.

Beyond its clinical services, CSMC is renowned for its comprehensive medical training programs, including post-graduate internships, residencies, and fellowships. It houses the Minimally Invasive Surgery (MIS) Training Center at the Philippine Center for Advanced Surgery, a leading Asian facility and the first in the Philippines.



297 bed capacity



Level 3 DOH Hospital



San Juan City



81 Net Promoter Score

Patient Satisfaction & Care Quality

CSMC is dedicated to delivering exceptional, safe patient care, reflecting the commitment of the MPH group. The hospital consistently exceeds stakeholder expectations by adhering to the highest healthcare standards. Through ongoing education and empowerment, CSMC ensures its staff fosters high-quality patient care. Adhering to accepted practices, the hospital emphasizes compassionate, patient-centered healthcare, delivers prompt service, and continually seeks improvements to surpass customer expectations.

In 2023, CSMC received the People-Centered Care Commitment Award from Accreditation Canada International (ACI), a first for the Philippines and Asia. This award recognizes CSMC's dedication to people-centered care and a family-like environment. The hospital's proactive risk identification, continuous quality improvement, and effective risk management highlight its commitment to advancing healthcare standards and supporting patients and staff.

Patient Safety

At CSMC, ensuring quality patient care starts with prioritizing patient safety. As a recognized leader in risk management, the hospital is committed to implementing world-standard clinical and non-clinical safety practices across all departments. CSMC prevents patient harm and optimizes clinical efficacy based on scientific evidence and empirical data. The hospital strives to minimize risks and errors in healthcare delivery and continually enhances its processes based on customer feedback. In 2023, CSMC reported no incidents of non-compliance related to the health and safety impacts of its products and services.

Patient Experience

To meet today's high expectations for convenience and superior care, CSMC continuously refines its systems to improve every aspect of the patient journey, from initial inquiry to post-care support. Streamlined communication channels, accessible services, and robust feedback mechanisms have transformed patient interactions, embodying CSMC's "Caring Cardinals" ethos, which integrates compassionate care with cutting-edge technology.

In the emergency department, where prompt quality care is paramount, CSMC employs efficient triage processes that uphold stringent safety standards. The hospital prioritizes the needs of patients seeking urgent medical attention and their companions, ensuring they receive the highest standards of care.

CSMC is also committed to safeguarding patient rights to safe and secure healthcare services. The hospital addresses health and safety concerns outlined in its comprehensive emergency and disaster preparedness plan. To enhance the patient experience, CSMC actively seeks customer feedback through QR-coded online surveys and a standardized Complaints Handling Process, ensuring swift and effective resolution of issues.



Medical Excellence

CSMC actively participates in initiatives that advance medical innovation and excellence in the Philippines. In 2023, CSMC hosted the inaugural cadaver skills training for multi-organ donor retrieval, organized by the Philippine Society for Transplant Surgeons, under the leadership of Dr. Rose Marie O. Rosete-Liquete. This milestone workshop highlighted CSMC's leadership in surgical training and its pivotal role in advancing organ donation practices.

Furthermore, CSMC is committed to digitalization to enhance clinical excellence and improve patient outcomes. The hospital has integrated clinical decision support systems (CDSS), including Wolters Kluwer's UpToDate Lexidrug and Medi-Span. These advanced technologies reduce medication errors, enhance patient care quality, and support healthcare professionals in making informed decisions.

Employee Engagement

3-3, 404-2

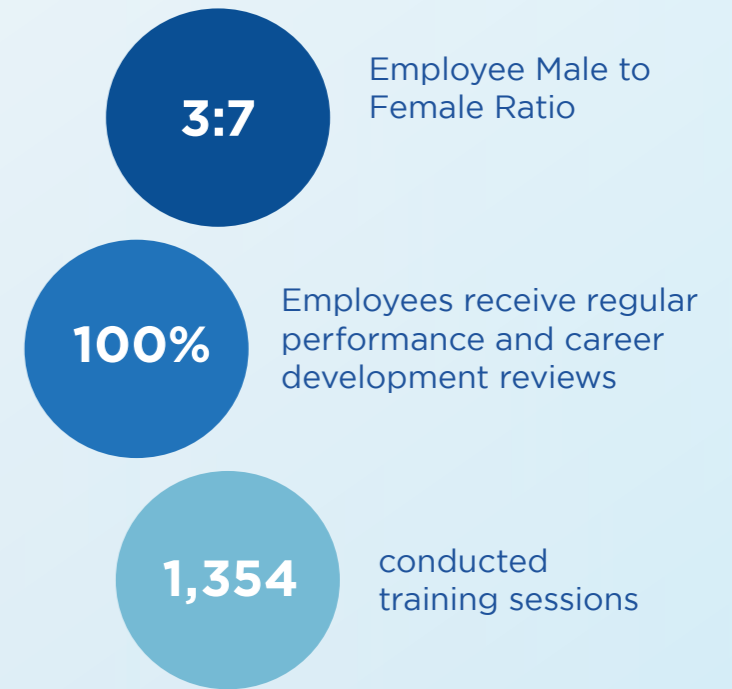
CSMC sustains employee motivation with a competitive compensation and benefits program, including rice subsidies, meal provisions, medical coverage, allowances, and bonuses. Employees also benefit from comprehensive health insurance, medication access, fitness programs, and wellness training opportunities.

Compensation and Benefits

3-3, 401-2, 404-2, 404-3

Moreover, CSMC prioritizes equipping healthcare personnel with current skills and knowledge to deliver high-quality, compassionate care. In 2023, the hospital logged 47,385 total training hours, with majority of employees completing their assigned trainings, contributing significantly to improvements in patient satisfaction, infection control rates, and operational efficiency.

2-7, 404-2, 404-3



Beyond its general training initiatives, CSMC enhanced its Nursing Development Program with a state-of-the-art Nursing Skills Simulation Laboratory for immersive training. During Nurses Week on October 23-24, 2023, CSMC's Nursing Division held a pioneering Cardiac Critical Care Training Course, the first in the MPH network.

Organizational and Governance Highlights 3-3

CSMC upholds ethics, integrity, and transparency in all its dealings with its stakeholders. It adheres to stringent governance principles, ensuring accountability and compliance with legal and regulatory standards. This commitment fosters trust and reliability among patients, employees, suppliers, and authorities, guaranteeing high-quality care and a transparent, fair workplace.

To meet changing industry best practices and regulatory requirements, CSMC also regularly updates its policies to meet industry best practices and regulatory requirements, enhancing operational efficiency and reinforcing its reputation as a leader in healthcare governance.

CSMC's Board of Directors plays a crucial role in overseeing the hospital's governance framework. Committed to sustainability and responsible business conduct, the Board ensures that CSMC aligns with the sustainability vision of the MPH network. This oversight guarantees that strategic decisions are made following ethical guidelines and contribute to the long-term viability and reputation of the hospital.

As a testament to its exceptional management and leadership, CSMC has earned numerous accolades. These include the Gold and Excellence Awards from the Asian Hospital Management Awards (AHMA) in Bangkok, the Gold Award in Hanoi, Vietnam, and the Talent Management Excellence Award in Bangkok, Thailand. CSMC has also received the prestigious international award for Excellence in Leadership and Management by Investors in People (IIP) in London, United Kingdom, followed by a Project Gold Award from Hospital Management Asia.



Human Rights & Supply Chain

3-3, 2-6

CSMC collaborates with various companies to procure medical and non-medical supplies, including medical equipment, laboratory supplies, and pharmaceuticals. To maintain top safety and quality standards, the hospital follows a strict vendor selection process, partnering only with suppliers that meet the requirements of the MPH Supply Chain or CSMC's accreditation process.

The Supply Chain Management Department at CSMC manages procurement, warehousing, inventory, and distribution, ensuring an efficient and transparent supply chain. The department requires suppliers to submit documents, including ISO Certificates, Business Permits, environmental permits from the Department of Environment and Natural Resources, a License to Operate, a Certificate of Product Registration from the Food and Drug Administration, and a Letter of Undertaking for data privacy concerns.

In 2023, there were no reported negative environmental or social impacts within CSMC's supply chain.

Ethics and Integrity

2-23, 3-3, 206-1

Ethical conduct and integrity are foundational to CSMC's operational ethos and brand. The hospital strictly follows national laws, regulations, and international best practices to prevent corruption and uphold human rights.

The hospital maintains an Anti-Bribery and Anti-Corruption Policy, ensuring transparency and accountability at all organizational levels. This policy includes comprehensive communication and training for senior management, which is responsible for disseminating these standards throughout the institution.

To cultivate a culture of transparency and accountability, CSMC has implemented a robust whistleblowing policy, empowering employees to report any suspected misconduct. Reports are treated with strict confidentiality and investigated promptly, reinforcing trust and upholding ethical standards.

CSMC also maintains rigorous monitoring processes to ensure adherence to internal policies and regulatory requirements. Regular audits and timely submission of reports to regulatory bodies are integral to these oversight measures.



Resource Management and Addressing Climate Change ³⁻³

As a healthcare institution, CSMC promotes public health through its dedication to environmental stewardship. In 2023, CSMC maintained its programs on water management, material consumption, emission control, and waste management.

To optimize water usage and minimize waste, CSMC invested in additional storage tanks and designs to integrate water supply systems within its buildings.

In energy management, CSMC has implemented comprehensive strategies across its main facilities and offices. One significant step has been the gradual transition to LED lighting throughout the hospital, including general areas and critical medical spaces such as operating rooms.

Moreover, CSMC has focused on optimizing its heating, ventilation, and air conditioning systems to improve energy efficiency and reduce carbon footprint. The hospital aims to maintain comfortable and healthy indoor environments by upgrading these systems while minimizing energy consumption and operational costs.

Additionally, CSMC has prioritized enhancing its imaging and diagnostic equipment to be more energy-efficient. These advancements not only support medical diagnostic accuracy and efficiency but also contribute to reducing the hospital's overall energy demands.

For emission control, CSMC proactively monitors Scope 1 emissions through annual environmental testing, focusing on waste management-related parameters. While Scope 2 and Scope 3 emissions are not currently monitored, the hospital is committed to exploring future initiatives to address them. CSMC aims to reduce greenhouse gas emissions and achieve carbon neutrality in the long term by setting targets and policies.

Recognizing the potential for increased waste generation in patient rooms, CSMC implements waste segregation activities and orientation programs on proper waste management. The hospital closely monitors the final disposal of waste through audits by the Waste Segregation Committee. With monthly investments of around Php500,000 in waste and hazardous materials management, the hospital actively promotes a circular economy through information drives and initiatives to reduce consumer waste.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	41,264.50
Water Consumption (m ³)	238,345.17
Waste (mt) ¹	2,151.20
Emissions (tcO2e)	
Scope 1	0.76
Scope 2	8,102.35

¹ Total Amount of Waste (Hazardous, Non-hazardous, and Medical)



Affordable & Accessible Healthcare ^{3-3, 203-1, 413-1}

Rooted in the generosity of its Catholic founders, CSMC is committed to giving back and spreading faith and healing through its four-pillar approach, encompassing Out-Patient Charity Services, In-Patient Financial Subsidies, Outreach Programs, and Community Health Services.

In 2023, CSMC carried out projects that enhance healthcare access, promote community health, and support sustainable practices.

One standout initiative is the Subsidized Patient Program (SPP) at Colinas Verdes Hospital Managers Corp. (CVHMC), the operator of CSMC. This program provides subsidized medical services to clients facing financial constraints and improves healthcare accessibility and affordability for low-income groups.

Another CSR initiative is the Free Out-patient Consultation (OPD Clinic). By offering free consultations across various medical specialties to deserving patients, the hospital enhances healthcare accessibility and affordability for economically disadvantaged clients.

Community Engagement

Through the Cardinal Medical Charities Foundation, Inc. (CMCFI), CSMC also conducted outreach programs to promote community health and wellness. These initiatives focused on disease prevention and encouraged proactive health-seeking behaviors. CSMC collaborated closely with community members to support positive health practices through its outreach efforts. The Outreach Programs empowered community members by fostering greater health awareness and encouraging proactive health management.

2,080

Medical Mission Beneficiaries

Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infection & Other Healthcare Delivery Outcomes	Caesarian Section	N/A
	Readmission	N/A
	Pressure Injury	N/A
	Fall	N/A
	Surgical Site Infection	0.08%
	Ventilator Associated Pneumonia (VAP)	0.88%
	Central-Line Associated Bloodstream Infection (CLASBI)	2.09%
	Catheter Associated Urinary Tract Infection (CAUTI)	0.31%
	Needle Stick Injury (NSI)	N/A
	Near Miss	N/A
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	N/A
	Discharge Turn-Around Time (TAT) mins.	N/A
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		6 [0.005%]
Undesired Outcomes & Variation	Mortality	366
	Morbidity	12,469
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
No. of patients affected by data breaches	0	
Employee Diversity		
Total Number of Employees	Male	350
	Female	782

Occupational Health and Safety		2023
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	18%
	Rate of recordable work-related injuries	0.001%
	Number of hours worked	2,025,671
	Safe man hours	2,025,671
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified (optional)	0
Work-related Ill-Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of work-related injury	Animal bites	2
	Bruises	0
	Burns	0
	Dislocations	0
	Muscle strains	7
	MVA	0
	Needle pricks	21
	Needle stick injury	21
	Lumbar strain	8
	Ankle sprain	6
	Contusion	0
Fracture (60 day recovery)	0	
Concussion	0	
Main Types of work-related ill health	Stress and mental health disorders	1
	Work-related cancer	0
	Skin diseases	0
Occupational Asthma	0	

DAVAO DOCTORS HOSPITAL

HC-DY-000.A

Founded in 1969, Davao Doctors Hospital (DDH) is a premier tertiary-level, multi-specialty medical institution in Davao City. Over the decades, DDH has dedicated itself to healthcare excellence, effective governance, continuous innovation, and sustainable practices.

As the largest and most modern hospital in Southern Philippines, DDH boasts 250 beds with state-of-the-art diagnostic, therapeutic, and intensive care facilities. The hospital is recognized as a leader in Mindanao in cardiovascular medicine, orthopedics, gastroenterology, endocrinology, neurology, neurosurgery, cancer treatment, ophthalmology, and digestive and liver diseases.

DDH advances medical education and research through eleven approved Medical Residency Training Programs in Anesthesiology, Internal Medicine, Obstetrics and Gynecology, Ophthalmology, Pediatrics, Radiology, Surgery, ENT, Nuclear Medicine, Orthopedics, and Radiation Oncology.

As part of Metro Pacific Health's network, DDH integrates sustainable practices into its operations, ensuring it provides exceptional medical care while positively impacting the environment and community.



250 bed capacity



Davao City



Level 3 DOH Hospital



80 Net Promoter Score



Patient Satisfaction & Care Quality

DDH upholds its reputation for delivering superior clinical outcomes and ensuring patient safety by supporting its dedicated staff, utilizing cutting-edge facilities, and providing personalized healthcare. The hospital guarantees a secure and restorative healthcare experience by strictly adhering to safety protocols and incorporating patient feedback.

Exemplifying Commitment to Safety, Quality, and Excellence

In 2023, Davao Doctors Hospital showcased its commitment to excellence by successfully treating a 64-year-old patient with a serious case of gallbladder cancer. This rare biliary tract cancer has a low five-year survival rate of 5% to 30%. The patient underwent treatment every three weeks. After eight cycles, follow-up scans showed the gallbladder mass had disappeared with no signs of active or spreading cancer. The surgical team then removed the patient's gallbladder, and the final pathology report confirmed no remaining cancer cells.

Beyond medical excellence, DDH prioritizes customer experience and patient safety by consistently investing in patient welfare and experience management initiatives. These include timely complaint resolution, service recovery programs, and other initiatives such as distributing fruit baskets and tokens during special occasions.

The hospital's dedicated Patient Experience Division focuses on improving all aspects of patient care, from survey administration to proactive daily interactions. DDH's online queuing system and efficient management of Turnaround Times (TATs) further boost patient satisfaction by reducing waiting times and streamlining processes.



Enhancing Patient Experience

DDH prioritizes patient insights to enhance the patient experience continuously. Utilizing Metro Pacific Health's standard NPS survey tool, administered through CEMPIA by The Decision Labs (TDL), DDH collects daily feedback from various sources, including QR codes, tablets, SMS, emails, Viber, and social media platforms.

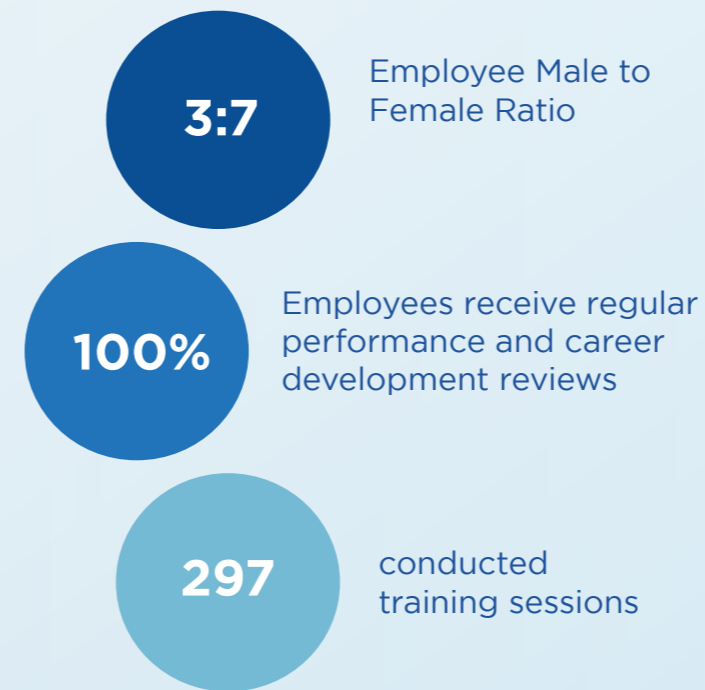
To ensure easy access to patient feedback, the hospital places QR codes in every patient room and stickers and tarpaulins at key touchpoints such as the Business Center and Emergency Room. The Patient Experience Division also facilitates in-person feedback through daily visits, ensuring a comprehensive approach to understanding and addressing patient needs.

In 2023, patients raised concerns about admission and discharge processes, service delays, staff behavior, and billing issues. DDH implemented targeted improvements to address these concerns directly. It also expanded its Outpatient Care Centers at SM City Davao and SM Lanang Premier. These centers now offer minor surgeries and home care services. They also collaborate with corporate partners for routine physical check-ups and home service initiatives, significantly improving accessibility and convenience for patients.

Employee Engagement

3-3, 2-6, 404-3, 405-1

DDH fosters a positive and engaging workplace environment through comprehensive initiatives that promote diversity, ensure effective grievance handling, address recruitment challenges, and enhance employee benefits and conditions. By prioritizing workplace engagement, DDH aims to create a supportive atmosphere that empowers its employees and enhances overall organizational effectiveness.



Promoting Inclusivity and Diversity

DDH places a high value on workplace inclusivity. While the hospital has no specific recruitment strategies for gender diversity or vulnerable sectors, it maintains an inclusive approach to engaging employees across all levels. There are no specific goals set for gender ratios or community hiring policies, underscoring DDH's universal commitment to cultivating a diverse workforce. The hospital prioritizes creating an environment where every employee enjoys support and professional growth and development opportunities.



Ensuring Employee Satisfaction and Handling Grievances

Recent annual surveys at DDH indicate high levels of employee engagement, with an 87% engagement rate and an 85% satisfaction rate. The hospital has implemented a structured grievance resolution system outlined in the Collective Bargaining Agreement (CBA) to enhance transparency and cultivate positive relationships between management and staff. This system includes mechanisms such as grievance machinery and Labor Management Cooperation.

Addressing Recruitment and Retention Challenges

In 2023, DDH faced challenges filling critical positions such as Internal Auditor, Pharmacist, and Ancillary Managers, exacerbated by pandemic-related issues, such as employee burnout, increased workloads, and health concerns. To address turnover and ensure continuity in key roles, the hospital launched initiatives to prepare employees for career advancement, including the Management Development Program, Career Laddering Program, and iLEAD Program.

DDH maintains a compensation and benefits package that aligns with industry standards. The median monthly salary for the lowest 305 ranking employees averaged 36,986 in 2022 and 2023, including 13th-month pay and additional benefits. The hospital likewise provides benefits that exceed government standards, including risk or hazard allowances for staff working in high-risk areas, such as the COVID Ward, Dialysis Center, and Emergency Room. Children and other legal dependents of employees are eligible for discounts on DDH medical services. Additionally, employee's children are entitled to discounts on DDC tuition fees. Both of these benefits are part of the employee compensation package.

Addressing employee concerns about benefit satisfaction remains a priority for DDH. Additionally, the hospital is considering formalizing policies for flexible working hours or telecommuting opportunities to enhance employee satisfaction further and promote better work-life balance.



Human Rights & Supply Chain

3-3, 2-6

DDH partners with various suppliers for medical equipment, devices, medicines, and other supplies, prioritizing local suppliers to support the regional economy and streamline procurement at the head office. The hospital also gives preference to Davao-based suppliers for specific purchases. All construction contracts are awarded to Philippine contractors to ensure local economic benefits.

DDH employs robust supplier agreements, contracts, and purchase order terms to ensure effective procurement management to maintain compliance and mitigate risks. The hospital upholds stringent supplier selection criteria to reduce social and environmental risks, including a formal accreditation policy that evaluates suppliers for legal, labor, environmental, and compliance standards. DDH also emphasizes transparency and compliance through regular business reviews, annual supplier orientations, and a robust reporting system with a bias for continuous improvement.

DDH is exploring solutions to supply chain challenges like stock shortages, price fluctuations, and the risk of obsolete items. The hospital is also looking into improving its supply chain by outsourcing its warehouse operations to a third party. The warehouse facility will be improved as part of its ground floor renovation. Supply Chain is currently focusing on improving efficiency through a group synergy project that aims to reduce the cost of medicines and supplies.

Ethics and Integrity

3-3, 2-23, 2-26

At DDH, ethics and integrity are core principles. Central to these values is the Whistleblowing Policy, which ensures accountability and transparency in every facet of the hospital's operations. This policy applies universally to Board members, officers, employees, advisors, and third-party partners, facilitating reporting concerns such as fraud, regulatory breaches, unethical behavior, safety hazards, environmental impacts, and attempts to conceal such issues.

Each year, DDH conducts training on the Whistleblowing Policy to keep employees aware of their role in fostering a culture of integrity. Employees can submit reports through mail, email, helpline, or face-to-face meetings using a standardized form directed to the Compliance Office. The Compliance Office assigns a unique case number to each report for systematic tracking and accountability.

Upon receipt of a report, the Compliance Office conducts a thorough preliminary assessment and appoints an investigating officer to ensure compliance with laws, regulations, company policies, and procedural fairness. Following the investigation, decisions on further actions are made, with appeals considered and appropriate disciplinary measures implemented as necessary. DDH maintains transparency by logging all reports and submitting them to the Compliance Committee for review.





Resource Management and Addressing Climate Change 3-3

Sustainability is a cornerstone of operational practices at DDH. As such, the hospital has prioritized energy efficiency by upgrading water pumps with Variable Frequency Drive (VFD) controllers and adopting inverter and Variable Refrigerant Flow (VRF) air conditioning systems. LED lighting and VFD-equipped motors further bolster energy conservation efforts. DDH is also preparing to install solar panels, with plans beginning at the Oncology Building in early 2025.

In waste management, DDH implements stringent strategies such as banning single-use plastics, promoting reusable gowns, and transitioning to paperless transactions. The hospital effectively manages medical waste using a First-In-First-Out (FIFO) system, ensuring disposal adheres to rigorous standards set by DENR-EMB-accredited collectors.

Water conservation is another priority, with DDH employing rain catchment tanks and installing dual flush toilets to minimize water usage. It ensures a dependable water supply and collaborates closely with suppliers to address possible water issues.

The hospital is also committed to reducing emissions, closely monitoring those from generators and electricity consumption. This commitment extends to phasing out HCFC-22 refrigerants and installing solar energy systems, starting with high-consumption areas like the Oncology Building to decrease the hospital's carbon footprint.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	46, 811.27
Water Consumption (m3)	53,908.20
Waste (mt)*	346.40
Emissions (tcO2e)	
Scope 1	47.72
Scope 2	6,689.29

*Total Amount of Waste (Hazardous, Non-hazardous, and Medical)

Affordable and Accessible Healthcare 3-3, 203-1, 413-1

DDH demonstrates its commitment to community care through various initiatives that expand accessible quality healthcare beyond its walls. These efforts are central to DDH's Corporate Social Responsibility (CSR) framework, which prioritizes compassion, sustainability, and active community engagement.

Anniversary Free Clinic 2023

In July 2023, as part of its 54th-anniversary celebration, DDH organized a three-day free clinic to benefit the community. Teaming up with Balik-Alay Foundation, Inc. (BAFI), DDH provided essential healthcare services. Facilitated by DDH's Labor/Management Committee (LMC) Community Development Committee and Medical Staff Organization (MSO), the clinic offered free consultations in internal medicine and pediatrics, along with specialized services such as free pap smears and circumcisions. A total of 293 patients were catered in the event. The Free Consultation for Adults (Internal Medicine) and Pediatrics took place at the Archbishop Fernando R. Capalla Seminar Hall of St. Jude Shrine Parish. The Free Circumcision was conducted in the Mini OR of the Emergency Department, while the Free Pap Smear was carried out in the OPD Area.

Medical Mission 2023

On September 23, 2023, DDH organized a medical mission at San Miguel Parish, Sitio Marahan, Marilog, Davao City. Volunteer medical teams provided the community with free consultations and medicines. The mission catered to many children and adults seeking pediatric and internal medicine consultations.

496

Medical Mission Beneficiaries

Community Engagement

Tree Planting for a Sustainable Future

DDH conducted a tree planting activity on August 26, 2023, at Purok Pangpang, Barangay Wines, Baguio District, Davao City. The hospital collaborated with BAFI, Interfacing Development Interventions for Sustainability (IDIS), and Bantay Bukid volunteers to plant 500 seedlings as part of the Adopt-a-riverbank program in the Panigan-Tamugan Watershed. This initiative supports sustainable development goals aimed at protecting and restoring terrestrial ecosystems. A total of 500 Malubago trees were planted, 90% of which survived.

Breast Cancer Awareness Month

In October 2023, DDH collaborated with BreastFriends Davao and SM City Davao for Breast Cancer Awareness Month. Under the theme "Usapang BreastFriends: Together We Can!", DDH organized a lay forum on breast cancer, featuring survivor talks with BreastFriends Davao members. The hospital also provided free breast screenings and consultations. A total of 86 audience participated in the forum.



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023	
Hospital Acquired Infection & Other Healthcare Delivery Outcomes	Caesarian Section	319	
	Readmission	402 ¹	
	Pressure Injury	2	
	Fall	24	
	Surgical Site Infection	0.05%	
	Ventilator Associated Pneumonia (VAP)	15.21	
	Central-Line Associated Bloodstream Infection (CLASBI)	0	
	Catheter Associated Urinary Tract Infection (CAUTI)	2.56	
	Needle Stick Injury (NSI)	33	
	Near Miss	425	
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	123	
	Discharge Turn-Around Time (TAT) mins.	304	
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals	53
		Cases of Dispensing Error and Rate	6
Undesired Outcomes & Variation	Mortality	0	
	Morbidity	0	
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0	
	Number of complaints addressed	2	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0	
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0	
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0	
No. of patients affected by data breaches	0		
Employee Diversity			
Total Number of Employees	Male	383	
	Female	833	

¹ Within 72 hours = 5 of 10,273; within 30 days = 397 of 10,273

Occupational Health and Safety		2023
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	36
	Rate of recordable work-related injuries	3.57
	Number of hours worked	2,187,674
	Safe man hours	2,187,674
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified (optional)	36
	Work-related Ill-Health	Number of fatalities as a result of work-related ill-health
Number of recordable cases of work-related ill-health		0
Main Types of work-related injury	Bruises	5
	Muscle strains	2
Main Types of work-related ill health	Work-related cancer	0
	Skin diseases	24
	Occupational Asthma	0

MAKATI MEDICAL CENTER

HC-DY-000.A

Established in 1969, Makati Medical Center (MMC) is one of the country's leading and oldest private hospitals. MMC's rich heritage and longstanding influence on Philippine medical practice have made the hospital an icon and benchmark of healthcare excellence for over 50 years.

With modern facilities and state-of-the-art medical equipment and technology, this 600-bed hospital has continuously delivered quality and compassionate services through its highly skilled management staff and board-certified physicians, nurses, and allied healthcare professionals.

MMC provides and performs medical and surgical procedures for admitted patients; emergency medical and surgical services; laboratory imaging and diagnostic tests and analysis; and treatment procedures addressing patient's medical needs.



532 bed capacity



Makati City



Level 3 DOH Hospital



81 Net Promoter Score



Patient Satisfaction & Care Quality

Health and safety are embedded in all aspects of MMC’s operations. All departments and centers develop patient safety action plans to address material risks. They are also encouraged to review and improve these processes regularly.

MMC’s Quality Management Division monitors various metrics, most of which are toward improving safety. In addition, metrics to measure the effectiveness of patient safety projects are revised regularly to ensure continual quality improvement.

MMC’s Patient Relations Department addresses all patient concerns following set policies related to complaints management and proactively seeks patient feedback from all touchpoints. Various patient safety risks, such as fall incidents, needle pricks, and medication errors, are revised consistently.

Health & Safety

Furthermore, MMC has implemented procedures for handling high-risk materials and supplies, and has adopted policies for medical device and drug recall, including the process for handling products with adverse risks to patients. Beginning in 2020, MMC has also automated select processes to improve patient health and safety.

On the ground, MMC’s Patient Relations Department addresses customer care and patient complaints and reports them monthly to the Senior Quality Management Council. In 2023, the typical customer concerns at MMC continued to involve issues with response time and medical management, competence and demeanor of hospital staff, and billing and charges.

MMC has a robust risk management system, with complaints management closely monitored by the Quality Management Division. From initial inquiries to billing processes and post-treatment encounters, the hospital aims to provide a delightful patient experience.



Employee Engagement

MMC encourages workplace diversity and inclusion. It seeks to foster an environment where employees are valued regardless of age, religion, color, sex, political disposition, disability, ancestry, and national origin. The hospital ensures its recruitment and selection process are free from biases or prejudice against any particular group. It is MMC’s policy to recruit based solely on job specifications and competence following the qualifications in the job description.

Compensation and Benefits

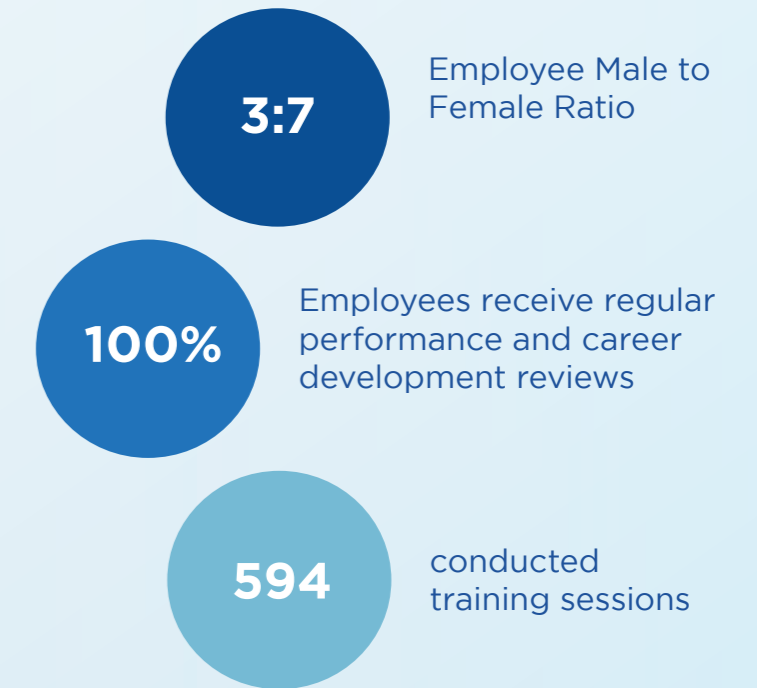
3-3, 401-2, 404-2, 404-3

The hospital has invested significantly in retaining the right people and giving them commensurate compensation worthy of their service and loyalty to the hospital. MMC considers its highly competitive salary and benefits program a vital advantage in competing with the country’s top hospitals recruiting the same manpower skills.

Hiring, Fostering, and Retaining Employees 401-1

Aiming to improve the quality of life of its staff, MMC provides benefits above those mandated by law. These include 35 leave days per year, excluding bereavement leaves of six days, above the five leaves days mandate. MMC also provides Overtime Premium Pay, higher Retirement Pay, and 100% FREE medical coverage, including medicines, meal allowances, bonuses, and Group Life and Accident Insurance. MMC’s estimated monthly average “well-being” investment (excluding salary) is Php 111,974 for 2021, Php 123,363 for 2022, and Php 146,462 for this reporting year.

MMC’s open-door policy fosters trust between the Management and the Union, enabling parties to immediately elevate their grievances and concerns to the concerned departments.



The hospital’s grievance machinery enables employees to raise work-related issues with supervisors, who escalate them with management. Supervisors are the first to determine whether a grievance is valid. Should the grievance remain unresolved, it will be elevated to the Department Head and discussed with the Management Investigation Committee or Expanded Grievance Committee. A Grievance Committee is formed should the case need further investigation and mediation. If the committee cannot reach an amicable resolution, they will endorse the matter for a formal arbitration processing.

MMC has a Whistleblowing Policy with procedures and mechanisms to encourage employees to share their grievances without fear of retaliation. The hospital also holds Clinical-Corporate Leadership Colloquium to update employees on company developments and gather their suggestions for workplace improvements.

MMC has numerous policies for the health and safety of its patients and healthcare workers, especially because its accreditation from the Joint Commission International (JCI) sets rigorous international standards for quality and patient safety in healthcare.

MMC's Occupational Safety and Health (OSH) Program, Infection Prevention and Control Program, and Immunization Program are some of the hospital's programs that focus on the employees' health and well-being.

The OSH Program summarizes the activities implemented in compliance with applicable OSH regulations covering all MMC employees, house staff, and medical staff. The hospital also has an Occupational Safety and Health Committee, that meets quarterly and is linked to the office of the President & CEO. The Committee monitors the implementation of the hospital OSH program through set indicators.

Organizational and Governance Highlights 3-3, 207-1, 207-2

MMC's approach to organizational development and corporate governance is founded on a legacy of over 50 years of excellence in hospital services. MMC knows that protecting its image and reputation are crucial for long-term sustainability, which encompasses its interactions with patients, employees, suppliers, and regulatory bodies. As such, MMC's Board of Directors (BOD) champions a governance framework emphasizing responsible and ethical practices, aligned with MPH's commitment to sustainability and innovation.

MMC promotes transparency in financial performance by strictly complying with the reporting requirements of MPH and the government. The finance team submits detailed financial reports with analyses to MPH every month.

Aside from submitting monthly financial performance reports to MPH, MMC complies with annual and quarterly financial reportorial requirements of the Securities and Exchange Commission, Bureau of Internal Revenue, and other government agencies.

To mitigate financial risks, the BOD, through the recommendation of the Audit Committee, identifies and approves the policies for managing financial risks.

Moreover, the hospital has an Automated Complaints and Incidents Tracking System (ACITS). Based on hospital policy, employees are required to report safety events. Investigation, Analysis and Preventive actions are conducted to prevent the recurrence of similar incidents and for process improvement.

The hospital conducts health and safety audits through its Compliance License and Accreditation Division. Following a year-round audit plan, the hospital undergoes internal reviews and annual inspections by regulatory agencies like the Department of Labor and Organization, which may be announced or unannounced.

MMC primarily contributes to the country's socio-economic development through the conscientious payment of taxes and other regulatory fees. MMC complies with the applicable tax laws set by the Bureau of Internal Revenue. To ensure compliance with tax requirements and documentation, MMC's Finance Division follows the tax strategy approved by MPH's Chief Finance Officer and Board of Directors. MMC engages the services of external auditors to manage tax risks and ensure that tax processes, computations, and payments are adequate.

The Controllershship Department, under the Finance Division, handles tax filing and is responsible for monitoring new tax rules and ensuring hospital compliance. This Department ensures compliance with both local and national taxation regulations. All Tax audits are regularly reported to the MMC Audit Committee and BOD meetings. Tax reporting is reviewed as part of the annual financial statement audit.

Human Rights & Supply Chain

3-3, 308-1, 414-1

MMC relies on diverse products and services, and processes to ensure daily operations run smoothly. These encompass medical, laboratory, pharmaceutical, and medical equipment, as well as non-medical supplies. The hospital recognizes the vital importance of suppliers in maintaining the safety and quality of its healthcare provisions

Toward a sustainable supply chain, the hospital thus ensures that its supplier accreditation process correctly assesses its roster of suppliers. All MMC vendors must go through accreditation and submit accreditation requirements, including quality management documents such as ISO Certificates, Business Permits, and permits from the Department of Environment and Natural Resources. They likewise submit documents such as a License to Operate, a Certificate of Product Registration from the Food and Drug Administration, as applicable, and a Letter of Undertaking covering data privacy clauses.

MMC's Supply Chain Management (SCM) Division is responsible for procurement, warehousing, inventory management, and dispensing of supplies. The Division closely coordinates with vendors to ensure supply chain efficiency and transparency. It provides vendors with notifications for bidding opportunities and formally notifies them about the results through a Letter of Award or a Letter of Regret. MMC's suppliers also undergo regular performance evaluation. The hospital's SCM Division communicates the evaluation results to vendors, providing feedback regarding their services.

In 2023, MMC worked with 783 vendors, 100% of which were based in the Philippines. The hospital reported no adverse environmental or social impacts in its supply chain for the reporting year.

Its Anti-Bribery and Anti-Corruption (ABAC) Policy guides MMC's criteria for selecting suppliers. In all contracts and purchase orders, the hospital includes an ABAC Clause. It requires all vendors to complete and sign a due diligence questionnaire and certification and compliance affirmation of the policy.

Ethics and Integrity

3-3, 2-23, 2-24, 205-2, 206-1

MMC aims to uphold high levels of ethical standards and integrity. The hospital complies with laws, regulations, and best practices that safeguard the company's brand reputation, prevent corruption, and uphold image and human rights. MMC departments and centers likewise ensure compliance with all internal policies and other applicable laws and regulations through regular monitoring, submission of required reports to regulatory bodies, and internal audits.

The hospital strictly abides by its Code of Business Conduct and Ethics. It also has policies on Anti-Bribery and Anti-Corruption (ABAC); Conflict of Interest; Gifts, Donations, Sponsorship and Grants; Government Interaction; Third Party Management; Whistleblowing; Petty Cash Fund; and Official Travel and Per Diem.

These are developed to prevent corruption, bribery, unjust behavior, fraud, and other illegal or unethical behavior in all MMC dealings. All MMC employees undergo orientation training on the hospital's core values, mission and vision, and all policies related to good governance and ethical standards.

In addition, MMC offers periodic anti-corruption compliance training programs to educate all staff about the requirements and obligations of anti-corruption laws and the hospital's policy. These training programs are integrated into the onboarding orientation for new staff and covered personnel and the annual refresher course program (renewal) for all employees.



Resource Management and Addressing Climate Change 3-3

MMC's concern for its communities and the broader environment makes environmental stewardship essential to its long-term operational sustainability and community leadership strategy.

As a respected healthcare pillar in the Philippines, MMC recognizes it has the opportunity to lead by example on the environmental front. Focusing on energy, water, and waste management, including various measures to address global warming, can inspire other institutions and individuals to do the same, fostering a community-wide emphasis on environmental protection and climate change action.

MMC demonstrates its dedication to emissions management by closely monitoring Scope 1 emissions monthly. The hospital further tracks Scope 2 emissions through metered Meralco bills. MMC is currently working to reduce Scope 1 emissions through compliance with standards set by the Department of Environment and Natural Resources. It likewise ensures that its hospital undergoes regular preventive maintenance. By implementing chiller management, lighting controls, and partial solar loading, MMC is actively driving energy efficiency to minimize its carbon footprint.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	15,806.88
Water Withdrawn (m3)	262,036
Waste (mt)	1,239.60
Emissions (tcO2e)	
Scope 1	995.87
Scope 2	15,631.01

In 2023, MMC had no recorded instances of air pollution levels exceeding regulatory limits, reaffirming its commitment to maintaining air quality standards. Moreover, the hospital ensures minimal negative impacts on stakeholders due to emissions.

MMC's Senior management oversees climate-related risks with periodic reporting. MMC has identified short-, medium-, and long-term climate-related risks, including typhoons and extreme heat.

These risks can disrupt operations and cause property damage. Proactive pre-planning and preparation are conducted hospital-wide in anticipation of such events.

Risk identification, assessment, and management are critical to addressing climate-related risks. MMC employs risk assessment forms, tools, and Hazard Vulnerability Assessments (HVAs) to address these challenges.



Affordable and Accessible Healthcare 3-3, 203-1, 413-1

As one of the country's premier healthcare institutions, MMC is keenly aware of the disparate realities many Filipinos face, especially those from socially disadvantaged communities. With the understanding that good health is a pillar of poverty alleviation and community development, MMC aims to bridge the healthcare divide through various CSR and philanthropic programs. This vision is enacted by MMC's employees and staff, who champion the hospital's spirit of service and community care.

In 2023, the Hospital's medical mission programs and other initiatives benefited a total of 6,989 community members. We strive to make a meaningful impact through a variety of initiatives aimed at improving the health, well-being, and environment of the communities we serve. The following programs for this year include, but are not limited to the following:

Surgical, Dental, and Optical Missions

Throughout the year, we conducted several missions across different regions to provide essential medical services to underserved populations. In January, our mission in Pontefino, Batangas, offered free consultations, minor surgeries, and circumcisions to 308 individuals. In April, we expanded our outreach to Villadolid District Hospital in Negros Occidental, serving 1,079 residents with major and minor surgical procedures, including gynecological surgeries and optical assessments. Our mission in Malanday, Marikina, in May supported 517 residents with similar services, reinforcing our commitment to improving health outcomes across communities.

In-house Surgical Missions

At MMC, we hosted several in-house surgical missions throughout the year, providing life-saving surgeries to indigent patients. In May and September, we conducted complex procedures such as thyroidectomies, hernioplasties, and hemorrhoidectomies for those who otherwise could not afford them.

Community Engagement

Our second CSR outreach program at Manila Boys Town focused on bringing joy and essential support to children aged 3 to 10 years old. We donated pre-loved toys, clothes, books, new slippers, medications, and snacks and organized a magic show, bubble performance, and face-painting activities.

Tree Planting Project

In honor of National Nurses Week, our team, in collaboration with the FMED team, conducted our second tree-planting activity at SVD Laudato Garm, Tagaytay, Cavite. We planted 50 bamboo trees as part of our commitment to environmental sustainability and supporting local farmers.



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	6
	Number of complaints addressed	6
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Employee Diversity		
Total Number of Employees	Male	1040
	Female	2583
Occupational Health and Safety		2023
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	70
	Rate of recordable work-related injuries	2.18%
	Number of hours worked	6,416,640
	Safe man hours	6,416,640
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0



RIVERSIDE MEDICAL CENTER INC.

HC-DY-000.A

Riverside Medical Center, Inc. (RMCI) operates Bacolod City's Dr. Pablo O. Torre Memorial Hospital (DPOTMH), established in 1954. Upholding Dr. Torre's legacy, the RMCI continues to deliver world-class patient care as part of the Metro Pacific Hospital Group.

The 283-bed tertiary care hospital is renowned for its state-of-the-art diagnostic and treatment technology and highly skilled healthcare personnel. Accredited for post-graduate medical education, the RMCI is the region's pillar of medical excellence.

The RMCI's commitment to community welfare is evident through the Dr. Pablo O. Torre Foundation Inc., which offers medical missions, free clinics, and scholarships. The foundation also partners with Gawad Kalinga to build homes for the underprivileged. Additionally, the RMCI leads in environmental sustainability with its sewage treatment plant and solid waste management programs.



283 bed capacity



Bacolod City



Level 3 DOH hospital



85 Net Promoter Score



Patient Satisfaction and Care Quality

As the premier healthcare institution in Negros Occidental, the RMCI is committed to elevating healthcare standards and ensuring exceptional care for patients in Bacolod City. A significant milestone was the first Coronary Artery Bypass Surgery (CABG) on June 3, 2023, performed by a team of skilled surgeons in the Philippines.

This complex procedure, which restores blood flow to the heart by bypassing blocked coronary arteries, marks a major advancement in cardiovascular care within Negros. It provides advanced treatment options for patients with coronary artery disease, highlighting the expertise and dedication of the medical professionals at the Riverside Medical Center Heart Care Center.

Additionally, the RMCI made history by performing Negros Occidental's first microwave liver ablation procedure. The RMCI's Interventional Radiologist, Dr. Cesar de Guzman, led this minimally invasive treatment. This signifies a significant leap in advanced healthcare, offering a promising option for treating tumors and underscoring Riverside's commitment to innovation.

It is through the Centers of Excellence (COE) launched in 2023 that the RMCI can feasibly provide its patients and clients with comprehensive multi-specialty services and care, such as: Heart Care, Stroke Care, Kidney Care, Wound Care, Cancer Care, and Primary Care. Through the latest equipment and technology available for different procedures and treatment, and the best Surgeons and Doctors with the passion for caring, the RMCI COEs look forward to more medical milestones as the First in the Negros Island Region.



Employee Engagement

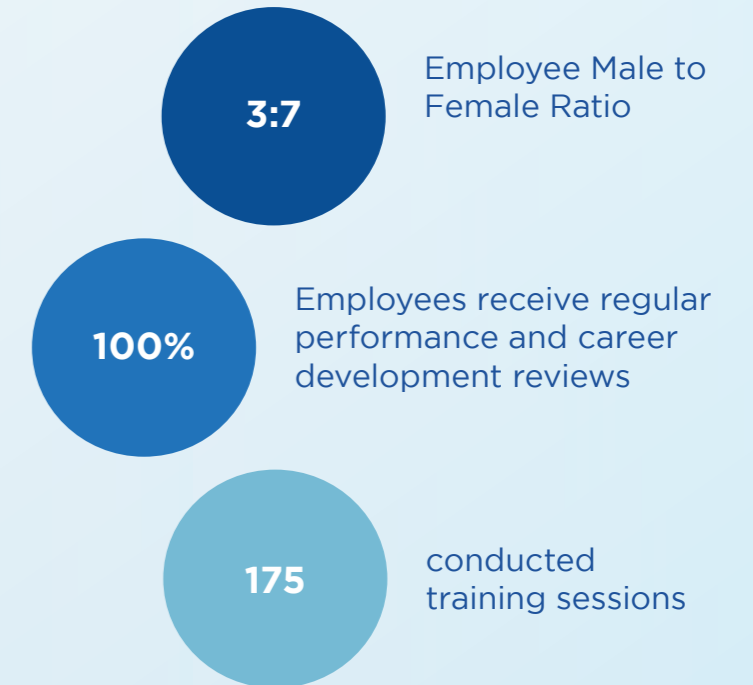
3-3, 404-2, 404-3

Recognizing its employees' pivotal role in the hospital's sustainability efforts, the RMCI invests in programs designed to boost team morale and well-being, and to motivate its staff to excel. These initiatives aim to build a motivated, skilled, and forward-thinking workforce dedicated to exceptional patient care and the sustainability of the RMCI.

In 2023, the RMCI allocated Php 8.4 million for Professional Development, underscoring its commitment to enhancing the skills and knowledge of both medical and non-medical staff. This budget supports comprehensive technical and soft skills training, succession planning, and improving client engagement and satisfaction among managers and supervisors.

As the RMCI prioritizes patient information confidentiality and security, it puts a premium on data security orientations for new hires and refresher sessions for tenured employees. These training sessions, developed by the hospital's Data Protection Officer and the HR Training and Development team, emphasize the Data Privacy Act and the NPC guidelines. Additionally, Data Privacy Champions in each department proactively address privacy concerns.

Furthermore, the RMCI employs a robust performance evaluation system to support its employees' professional growth and accountability. The Introductory Performance Plan & Appraisal (IPPA) is conducted for new hires in their 3rd and 5th months, including a Competency Assessment for Managers. The Performance Management Program (PMP) includes Performance Appraisal which is conducted mid-year and year-end for permanent employees to review performance and set goals. Additionally, the Balanced Scorecard (BSC) is used by the Executive Committees and the Division Heads to align individual performance with organizational objectives.



Resource Management and Climate Action ³⁻³

The RMCI is dedicated to a holistic approach to resource management and to address climate change, demonstrating a strong commitment to sustainability and environmental stewardship through various initiatives. These efforts encompass energy optimization, emissions' reductions, sustainable water usage, and effective waste management.

These include a strictly monitored Energy Conservation Program that controls electricity and fuel usage within set targets. The hospital has installed an Energy Management System (EnMS) to systematically improve energy usage and is transitioning to a more efficient chilled water system for cooling. Additionally, the RMCI supports its operations by acquiring energy-efficient equipment certified by the Department of Energy, thereby minimizing its environmental footprint.

In its commitment to environmental stewardship, the RMCI adheres to emissions standards set by the Environmental Management Bureau (EMB) and focuses on reducing greenhouse gas emissions across various scopes. Preventive maintenance of company vehicles and generator sets helps control Scope 1 emissions by reducing fuel consumption. For Scope 2 emissions, the RMCI integrates solar panels to leverage renewable energy, complementing its Energy Conservation Program. Although specific targets for carbon neutrality are pending, the RMCI's environmental efforts include enhancing local greenery and participating in tree-planting initiatives, illustrating its dedication to sustainable practices in the healthcare sector.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	47,357.59
Water Consumed (m ³)	72,548
Waste (mt)*	1,626.10
Emissions (tcO2e)	
Scope 1	965.56
Scope 2	9,004.81

*Total Waste in MT includes hazardous, non-hazardous, and medical waste

Affordable and Accessible Treatment

The RCMI strives to make a positive and lasting impact through dedicated service and sustainable practices. Its Corporate Social Responsibility (CSR) initiatives showcase the hospital's steadfast dedication to enhancing community health, protecting the environment, and uplifting local communities.

Health Awareness and Medical Services

The RMCI, in collaboration with the Provincial Health Office, conducts blood donation drives on World Blood Donors' Day to promote safe blood donation and ensure a steady emergency supply. It also offers free health screenings and lectures during World Thyroid Day, Scoliosis Awareness Month, and Diabetes

Awareness Week. The hospital's Founder's Day Medical Mission also provides various medical services, including blood tests, X-rays, bone scans, circumcisions, consultations, and pap smears to the RMCI employees, their families, and local community members.

Health Education and Outreach Programs

The hospital also conducts health awareness lectures and caravans across Negros Island, offering cancer awareness, surgical, and cardiac health topics, along with consultations, screenings, and minor operations. During Foundation Week at the Manapla National High School, RMCI's medical teams provide lectures on safety, hygiene, nutrition, fitness, healthy meals, and games for children. For Nurses' Week 2023, it organized an outreach in Pulpandan, offering maternal and child care lectures, presenting OB delivery services, and running a feeding program for pregnant women and mothers.

Disaster Response and Medical Missions

The RMCI supports the Regional Disaster Risk Reduction and Management Council by providing resources and expertise for the Rescue Conference (RECON) 2023. Nelson Garcia Crusade Medical Mission offers medical consultations, minor surgeries, and screenings in Victorias City. The RMCI Medical Staff Organization's first medical mission in 2023 benefitted 350-400 individuals, highlighting our commitment to essential healthcare services.



1,000 Medical Mission Beneficiaries



Community Engagement

Community Support and Philanthropy

The hospital supports local children's foundations, including the Holy Family Home Bacolod Foundation, Children's Joy Foundation, and Bacolod Boys' Home Foundation. It contributes cash, groceries, toiletries, slippers, clothing, and school supplies to help meet our community's children's basic needs.

Environmental Stewardship Initiatives

The RMCI collaborates with the Environmental Natural Resources Office-Bacolod, providing a workforce for tree planting at Bantug Lake Ranch Flower Farm, Alangilan. This initiative preserves the environment by increasing tree and plant numbers, contributing to climate change mitigation.

Additionally, through the Adopt an Estero Program, the RMCI supports the environmental improvement of Loygoy Creek and Mandalagan River. Its staff and local volunteers engage in surface clean-ups to manage and reduce solid and wastewater pollution, promoting a healthier ecosystem.



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infection & Other Healthcare Delivery Outcomes	Caesarian Section	509
	Readmission	242
	Pressure Injury	22
	Fall	10
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	24
	Near Miss	0
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	260.86
	Discharge Turn-Around Time (TAT) mins.	164.86
Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals	24
	Cases of Dispensing Error and Rate	3
Undesired Outcomes & Variation	Total Number of Cases of Pressure Injury, SSI, VAP, CLASBI, CAUTI, NSI, & Cases of Dispensing Error	60
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	2
	Number of complaints addressed	2
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	1
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	100%
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	1
Employee Diversity	No. of patients affected by data breaches	1
	Employee Diversity	
Total Number of Employees	Male	344
	Female	814

Occupational Health and Safety		2023
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	1
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	1
	Rate of recordable work-related injuries	0
	Number of hours worked	2,408,640
	Safe man hours	2,408,160
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified (optional)	166
Main Types of work-related injury	Fracture (60-day recovery)	1
Main Types of work-related ill health	Skin (Allergy, etc.)	9
	Head (Tension/Headache)	10
	Eyes (Conjunctivitis, etc.)	15
	Mouth and ENT (Tonsilio pharyngitis, etc.)	5
	Respiratory (Upper Respiratory Disease, etc.)	102
	Heart and Blood Vessel (Hypertension)	1
	Gastro-Intestinal (Gastritis/Hyperacidity, etc.)	13
	Genito-Urinary (Urinary Tract Infection, etc.)	4
Reproductive (Breast Mass, etc.)	2	
Musculo-Skeletal (Leg and Back Pain, etc.)	5	

¹ Total Number of Cases of Pressure Injury, SSI, VAP, CLASBI, CAUTI, NSI, & Cases of Dispensing Error

CALAMBA MEDICAL CENTER

HC-DY-000.A

Calamba Medical Center (CMC) is Laguna's premier medical center and a distinguished referral hub for acute care. With a steadfast mission to provide quality and compassionate patient-centered care to the community, CMC sets itself apart through innovative practices and a commitment to sustainability. CMC's daily operations reflect its dedication to sustainability: it ensures that it delivers the highest healthcare standards with minimal environmental impact.

Notably, CMC does not require its doctors to invest in stocks, unlike traditional hospitals. This approach allows CMC doctors to focus solely on patient care without the financial burden or pressure to contribute capital, ensuring that physicians join CMC based on their medical expertise alone.



114 bed capacity



Calamba City



Level 2 DOH hospital



73 Net Promoter Score

CALAMBA MEDICAL CENTER

Quality Patient Care

Providing high-quality medical care involves effective diagnosis, advanced treatment methods, compassionate patient care, and adherence to rigorous safety standards. The hospital invests in advanced medical equipment, continuous professional development for its medical team, and initiatives to expand access to quality healthcare.

One notable patient care initiative launched by the hospital is the Z-Benefit Package. This initiative by the Philippine Health Insurance Corporation (PhilHealth) aims to reduce the financial burden of severe illnesses. The package offers substantial financial support for treatments of catastrophic diseases, including various cancers, end-stage renal disease requiring kidney transplantation, coronary artery bypass grafts, and specific pediatric and orthopedic conditions. By covering significant portions of treatment costs, this program ensures that financial constraints do not prevent patients from receiving necessary medical interventions. CMC's accreditation reflects a shared vision with PhilHealth and MPH of making critical treatments affordable for all.

CMC has also been recognized for its dedication to patient care through the PhilHealth Konsulta Program. The hospital's Our Health Center (OHC) received a certificate of recognition for achieving the highest number of first-patient encounters under this program. This accolade underscores CMC's active role in promoting accessible and comprehensive healthcare services, ensuring that more patients receive timely and adequate medical attention.



Advancing Urologic Oncology

On November 27, 2023, CMC made history in urologic oncology by hosting the first High Dose Rate Interstitial Prostate Brachytherapy Workshop in Southern Luzon. Organized by the Calamba Cancer Center, this event brought together 27 urologists and radiation oncologists from the Urologist of Southern Tagalog and nearby hospitals. The workshop aimed to elevate the knowledge and skills of medical professionals in treating prostate cancer through the innovative technique of high-dose-rate interstitial brachytherapy. This pioneering effort underscores CMC's commitment to advancing medical practices and providing cutting-edge cancer treatments.



Successful Posterior Decompression Spinal Fusion

In 2023, CMC Orthopedic Surgeons Dr. Kathryn Anne Jimenez, Dr. Antonio Sison, Dr. Gerardo Juan Sison, and Dr. Kristine Roque-Juanillas (anesthesiologist), along with the OR/DR Department, achieved a milestone by successfully performing a Posterior Decompression (Laminectomy and foraminectomy) Spinal Fusion with instrumentation (L3-S1) under C-arm guidance.





Resource Management and Addressing Climate Change 3-3, 306-1

Calamba Medical Center is in the early stages of its climate action journey, but its dedication to sustainability and environmental stewardship is clear. The hospital is taking essential steps by implementing resource management strategies, reducing energy consumption, improving waste management, and adopting green practices in healthcare delivery.

In transitioning to a more environmentally friendly hospital, CMC is dedicated to efficient energy use and sustainable practices. The hospital ensures proper waste segregation and sells used packaging to third parties for recycling. To reduce disposable waste, CMC uses reusable scrub suits and utensils. All waste disposal is handled by accredited waste haulers who follow environmental regulations. Additionally, CMC has a policy for managing hazardous chemicals, including safe disposal with the help of accredited waste managers. Emissions are controlled through regular testing by a DENR-recognized firm, and the hospital follows a strict maintenance schedule to minimize its environmental impact.

CMC also focuses on water conservation and effective waste management. Water usage is managed efficiently, which is crucial for inpatient care and dialysis operations. The hospital has invested in deep-well water pumps and regular cleaning of water storage tanks. It also operates a wastewater treatment facility, which includes initiatives such as regular maintenance checks and siphoning of septic tanks. For waste management, the hospital enforces proper waste segregation and uses government-accredited haulers for safe disposal. To handle increasing waste, CMC has expanded its onsite waste storage facilities, ensuring responsible waste processing.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	29,992.06
Water Withdrawn (m3)	32, 235
Waste (mt)	351.31
Emissions (tcO2e)	
Scope 1	0
Scope 2	5,933.43

Corporate Social Responsibility

3-3, 203-1, 413-1

CMC is committed to community development through various CSR initiatives that enhance public health and foster unity.

4,931 Medical Mission Beneficiaries



CMC Eye Van

CMC continued to provide free eye screenings and check-ups through the CMC Eye Van, the first eye van center in the country. This remote teleconsultation van delivers affordable, comprehensive eye examinations by specialists directly to patients' locations, ensuring accessible and high-quality eye care for all. CMC's Mobile Eye Care unit is equipped with state-of-the-art diagnostic equipment and staffed by seasoned eye care professionals.

Clean-Up Drive and Dengue Awareness Talk in Barangay Canlubang

Aiming to create a healthier living environment and reduce dengue-related hospital admissions, CMC hosted a clean-up drive and dengue awareness talk in Barangay Canlubang. This initiative educated the community on effective dengue prevention and control measures.

TIKLADO: A Benefit Concert for Cancer Patients

In collaboration with the Calamba Cancer Center (CCC) and CMC Disease Prevention and Control Center, CMC organized a fundraising concert for cancer treatments. The concert raised P [insert amount], benefiting disadvantaged cancer patients at the CCC.

Yuletide Charity Projects

CMC hosted a Christmas party for its dialysis patients to share the joy of the holidays. Additionally, CMC employees and doctors participated in the "Donate and Be a Santa" program, where they donated health kits, food packs, and essential items for senior citizens and those in need.

Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infection & Other Healthcare Delivery Outcomes	Caesarian Section	232
	Readmission	0
	Pressure Injury	0
	Fall	3
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	0
	Near Miss	25
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	60-240
	Discharge Turn-Around Time (TAT) mins.	60-240
Medication Management Indices	Number of controlled substances handled and being prescribed by hospitals	0
	Cases of Dispensing Error and Rate	32
Undesired Outcomes & Variation		0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
Number of patients affected by data breaches		
Employee Diversity		
Total Number of Employees	Male	154
	Female	347

Occupational Health and Safety		
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	16
Main Types of Work-Related Injuries	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	1
Main Types of Work-Related Ill Health	Needle pricks	16
	Skin diseases	1

¹ Total Number of Cases of Pressure Injury, SSI, VAP, CLASBI, CAUTI, NSI, & Cases of Dispensing Error

MARIKINA VALLEY MEDICAL CENTER

HC-DY-000.A

Marikina Valley Medical Center (MVMC), a prominent tertiary hospital in Marikina City, was founded in 2006 by 21 enterprising doctors from various specializations. Since its establishment, MVMC has rapidly grown into a leading healthcare institution. The hospital is recognized for its comprehensive healthcare services and has achieved several milestones.

In April 2016, MVMC expanded its facilities by opening a new seven-story Medical Arts Building (MAB), which houses 44 new clinics for the hospital's more than 270 accredited doctors. A few months later, the Metro Pacific Investment Group acquired a 93% stake in MVMC, further solidifying the hospital's position as a premier medical center.



151 bed capacity



Marikina City



Level 2 DOH hospital



74 Net Promoter Score



Quality Patient Care



With its vision of being the leading subspecialty referral center in Marikina and neighboring communities, MVMC aims to deliver high-quality, sustainable, compassionate, and client-centered care.

Toward this goal, the hospital is committed to delivering integrated, reliable, and sustainable quality healthcare services for all its patients. The hospital develops competent medical and clinical professionals who compassionately serve while providing excellent holistic care.

Over the years, MVMC has expanded its facilities to include state-of-the-art diagnostic and therapeutic equipment. This includes modern laboratories, advanced imaging technologies, and specialized medical units to cater to diverse healthcare needs.

As a result, the hospital has achieved a Net Promoter Score of 74. It has also received the prestigious Platinum accreditation from Accreditation Canada International (ACI), a globally recognized organization that sets rigorous healthcare quality and patient safety standards. This accreditation signifies exceptional performance in delivering world-class healthcare services.

Employee Engagement

3-3, 404-2

One of MVMC's core values is People-Centeredness. This means caring for patients with compassion and treating customers and partners with respect. Additionally, the hospital prioritizes the well-being of its doctors and employees, fostering their growth in a spirit of collaboration and shared leadership.

2-7, 404-3



Resource Management and Addressing Climate Change ³⁻³

Marikina Valley Medical Center (MVMC) demonstrates environmental stewardship through proper resource management and climate action. The hospital's initiatives encompass emissions reduction, sustainable water usage, and effective waste management.

Emissions Reduction

MVMC is dedicated to reducing its emissions and enhancing air quality. The hospital tracks its Scope 1 emissions through electric bills and has recently made significant strides in renewable energy adoption. In March 2024, MVMC installed 158.72 kW solar panels, significantly reducing its Scope 2 emissions by providing a renewable energy source. While MVMC does not currently have a carbon neutrality target, its solar energy investments mark a significant step towards reducing its carbon footprint.

Sustainable Water Usage

Water management is critical to MVMC's ability to deliver quality patient care. The hospital's water usage is significantly impacted by the personal hygiene needs of patients' relatives during confinement periods. MVMC has made substantial investments in water management, completing an upgrade of its Sewage Treatment Plant (STP) in March 2024. To manage and reduce water consumption, MVMC regularly monitors pipes, valves, faucets, and water tanks, ensuring immediate repairs when necessary. Although MVMC has not set specific water management goals, these proactive measures help mitigate risks associated with water usage.

Effective Waste Management

MVMC implements waste management practices that minimize its environmental impact. The hospital emphasizes proper waste segregation and the sale of used packaging to third parties. By utilizing reusable scrub suits, plates, and utensils, MVMC reduces the generation of disposable waste. For medical waste, the hospital adheres to stringent disposal practices, engaging only accredited waste haulers to ensure compliance with waste management standards. MVMC maintains a documented policy for managing hazardous chemicals, ensuring safe disposal through accredited waste managers.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	11,269.15
Water Consumption (m ³)	33,565
Waste (mt)*	148.34
Emissions (tcO2e)	
Scope 1	0
Scope 2	3,130.32

* Total Amount of Waste (Hazardous, Non-hazardous, and Medical)



Affordable and Accessible Treatment

203-1, 413-1

Medical Mission

MVMC conducts regular medical missions to provide essential health services to underserved populations. One such initiative focused on random blood sugar monitoring for children in Marikina City. During this activity, parents received guidance on preparing healthy meals to manage their children's blood sugar levels effectively.

Children's Health Medical Mission Program

This initiative supports children's health by promoting proper nutrition and early detection of blood sugar issues, potentially preventing future health complications.

Caring for Bahay Kanlungan and Meritxell

MVMC extends its care to elderlies at Bahay Kanlungan as well as to orphaned children at Meritxell by providing in-kind donations of essential everyday items.

Laiban Medical Mission

The Laiban Medical Mission serves the Barangay Laiban, Tanay community, offering various medical services. Activities include circumcision, blood pressure monitoring, vitamin distribution, urinalysis, and complete blood count (CBC) tests. This mission reached a total of 323 patients.



Medical Mission Beneficiaries



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infection & Other Healthcare Delivery Outcomes	Caesarian Section	70%
	Readmission Rate	0.68%
	Pressure Injury Incidence Rate	23.59%
	Fall Incidence Rate	3.75%
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	46
	Central-Line Associated Bloodstream Infection (CLASBI)	23
	Catheter Associated Urinary Tract Infection (CAUTI)	23
	Needle Stick Injury (NSI)	25
	Near Miss	19
	Discharge Turn-Around Time (TAT) mins.	198
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		0.039%
Undesired Outcomes & Variation		1
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	1
	Number of complaints addressed	1
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	1
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	1
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	1
Number of patients affected by data breaches		1
Employee Diversity		
Total Number of Employees	Male	162
	Female	369

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	23
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	
	Number of recordable cases of work-related ill-health	
Main Type of Work-Related Injury	Needle stick injury	23
Main Types of Work-Related Ill Health	Stress and mental health disorders	0
	Work-related cancer	0
	Skin diseases	0
	Occupational Asthma	0

OUR LADY OF LOURDES HOSPITAL

HC-DY-000.A

Our Lady of Lourdes Hospital or Lourdes Hospital, founded in 1948 by the Missionary Sisters Servants of the Holy Spirit (SSpS), has grown from a 50-bed facility to a tertiary hospital with 184 patient beds and 32 nursery beds. In 2010, the Missionary Sisters entrusted the hospital's operations to East Manila Hospital Managers Corporation, a subsidiary of Metro Pacific Health. The partnership ensured modern management practices while maintaining the foundational values of the SSpS.

With over 75 years of dedicated healthcare service, Lourdes aims to become one of Metro Manila's leading healthcare institutions.



188 patient beds



28 IMCU beds



Level 3 DOH hospital located in Manila City



79 Net Promoter Score



Patient Satisfaction and Care Quality

Committed to holistic and Christ-centered healthcare, Lourdes actively pursues expansion and improvement projects to meet its community's growing needs, reaffirming its dedication to delivering quality healthcare and compassionate service.

The hospital continuously upgrades its facilities and training programs to provide exceptional medical care, supported by highly skilled professionals.

Anchored on the strong values of Our Lady of Lourdes Hospital, we are committed to attaining excellence in delivering Christ-centered quality care and holistic healing to patients through compliance with regulatory requirements and the implementation of national and international healthcare quality standards.

We shall implement and continually improve our Quality Management System (QMS) to satisfy the needs of the organization, as well as the requirements of our stakeholders and regulatory agencies.

As a level-3 hospital, we shall ensure that all staff, medical and non-medical, share the common strategic and operational objectives; improve patient experience; work hard to meet the expectations of patients and their relatives and gain their trust. We shall strive to be competent, compassionate, and caring human resources and ensure a safe work environment.



Employee Engagement

3-3, 404-2, 404-3

The hospital emphasizes the importance of having a competent, compassionate, and caring human resource team committed to providing a safe and supportive work environment.

2-7, 404-2, 404-3



Employee Male-to-Female Ratio



Employees receive regular performance and career development reviews



Conducted training sessions

Resource Management and Climate Action

Lourdes promotes environmental sustainability through its resource management and climate action efforts. By implementing energy-efficient technologies, reducing emissions, managing water usage responsibly, and minimizing waste, the hospital not only reduces its environmental footprint but also sets an example for the community. These efforts are part of Lourdes' broader strategy to create a sustainable and resilient healthcare system that supports the well-being of people and the planet.

302-1, 303-3, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	12,830
Water Withdrawn (m ³)	55,259
Waste (mt)*	130.54
Emissions (tcO2e)	
Scope 1	12.85
Scope 2	2,499.42

* Total of Hazardous and Medical Waste. Non-hazardous waste is recorded per lot.

Over the last three years, the hospital has pursued energy management initiatives to enhance sustainability and efficiency. These measures have included the installation of energy-efficient LED lighting, heat pumps for water heating, solar-powered outdoor lighting, and inverter-type air conditioning units, which have significantly reduced energy consumption and CO2 emissions. Simultaneously, Lourdes has focused on other critical areas of resource management, such as optimizing HVAC systems and exploring renewable energy sources like solar panels to align with their long-term sustainability goals and reduce operational costs.

Lourdes also maintains rigorous control over its emissions and waste management. By tracking emissions from various sources, including steam boilers and vehicles, and investing in technology like heat pumps and steam generators, the hospital ensures compliance with regulatory standards and strives for improved air quality. In parallel, the Hospital's water management strategies involve upgrading to energy-efficient wastewater systems and installing water-saving fixtures, while waste management practices include sustainable procurement, effective waste segregation, and initiatives aimed at achieving zero waste.



Affordable and Accessible Treatment

3-3, 203-1, 413-1

With Social Service as one of its core values, Lourdes Hospital believes in being a positive contributor to the general health and well-being of the community. This means ensuring that holistic services are accessible to all. The hospital's commitment to CSR is demonstrated through various initiatives to improve community health, support environmental sustainability, and foster social equity.

The Hospital actively engages in programs that provide free or subsidized healthcare services to underserved populations, ensuring that quality medical care is accessible to everyone, regardless of their financial situation. The hospital regularly organizes health camps, vaccination drives, and health awareness programs to educate the community about preventive healthcare and wellness. These initiatives not only address immediate health needs but also empower individuals with knowledge and resources to maintain their health in the long term.



Community Engagement

One Big Mission in Tayug Eastern District Hospital

Lourdes conducted a medical mission in Tayug, Pangasinan in July 2023 where they provided free check-ups, surgeries, and other essential medical services to the community.



731

Medical Mission and Other Community Programs Beneficiaries



1. One Big Mission

Lourdes extends its care to the children in need at Gentle Hands Inc. In addition, the hospital provided a medical mission, a feeding program, and a praise and worship service to the children in Cubao, Quezon City, in February 2023.

Aside from medical and surgical missions, One Big Mission also includes a feeding program, Resiklo: Road to Zero Basura—a recycling competition initiative, Brigada Eskwela, Brigada Kalusugan, and countless bloodletting activities in partnership with DZRH, Philippine Army, and Dugong Alay, Dugtong Buhay.

2. BIDA Lourdes

In June 2023, BIDA Lourdes: Sci-Tech Champs was launched as an initiative aiming to increase interest among junior and senior high school students to pursue careers in medicine and healthcare. The initiatives under BIDA Lourdes include (1) Brainiac: Clash of the Sci-Tech Champs, (2) JUMPSTART: Work Immersion Program, (3) Training the Trainers, and (4) Sponsorship for Regional Science and Technology Fair.



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections & Other Healthcare Delivery Outcomes	Caesarian Section	423
	Readmission	107
	Pressure Injury	0
	Fall	6
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	2
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	15
	Near Miss	10
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	390.84
	Discharge Turn-Around Time (TAT) mins.	179.96
Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals	33
	Cases of Dispensing Error and Rate	0
Undesired Outcomes & Variation	Adverse Events	19
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
	Number of patients affected by data breaches	
Employee Diversity		
Total Number of Employees	Male	204
	Female	402

Employee Health and Safety		
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	2
	Rate of high-consequence work-related injuries (excluding fatalities)	1.59
	Number of recordable work-related injuries	27.85
	Rate of recordable work-related injuries	0
	Number of hours worked	1,256,560
	Safe man hours	1,255,596
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified (optional)	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of Work-Related Injury	Muscle strains	15
	MVA	2
	Needle pricks	8
	Lumbar strain	5
	Ankle sprain	3
	Contusion	1
Main types of Work-Related Ill Health	Concussion	1
	Anxiety	2
	MDD	1

DE LOS SANTOS MEDICAL CENTER

HC-DY-000.A

De Los Santos Medical Center is a 150-bed, Level 3 private tertiary hospital with over 750 active and visiting physician-consultants.

The hospital was founded as a clinic on September 17, 1949, by Dr. Jose V. de los Santos Sr., known as the Father of Philippine Orthopedics. In 1973, the family-owned De Los Santos Clinic expanded into a 150-bed facility known as De Los Santos General Hospital, adding internal medicine, obstetrics and gynecology, pediatrics, and surgery as specializations.

By June 3, 2013, the hospital, now called De Los Santos Medical Center, partnered with Metro Pacific Investments Corporation (MPIC) and became the seventh hospital under the MPH banner. Throughout the years, DLSMC is dedicated to serve and provide patients with healthcare they deserve.



150 bed capacity



Quezon City, Metro Manila



Level 3 private tertiary hospital



83 Net Promoter Score

EMERGENCY

Patient Satisfaction and Care Quality

In 2023, DLSCM embarked on a transformative journey to enhance patient safety and service value. Patient experience remains central to DLSCM's ethos, with strategic measures ensuring a seamless and pleasant journey from start to finish.

The hospital significantly improved turnaround times (TAT) for ancillary services and inpatient discharge processes. Ancillary Services TAT was reduced to 20 minutes, and inpatient discharge TAT dropped from 8 hours to 4.83 hours, earning a Bronze award for Most Outstanding Quality Improvement Studies from the Philippine Society for Quality in Healthcare.

Patient care has been elevated through Medication Safety Guidelines, Hand Hygiene Education and Compliance, and the integration of Critical Care Specialists into the ICU for personalized, multidisciplinary care.

Investments include upgrades to the Emergency Department, Outpatient Infusion Unit, Flood Control Project, Animal Bite Center, Sleep Lab, TB-DOTS, Wound and Stoma Care Center, and Centralized Material Management Unit. The Outpatient Registration Hub now expedites the outpatient journey process from registration until conduct of procedure.



DLSCM's focus extends to safety programs and involving families in care decisions, with initiatives like Family Conferences and a Patient Safety Program. This approach has led to a Hospital Net Promoter Score of 83, surpassing the target of 70.

For physicians, enhancements include the Physician Portal, AppHub, e-PF, and My Scheduler for OR theatre management. Efforts in scouting and training nurses have also increased.

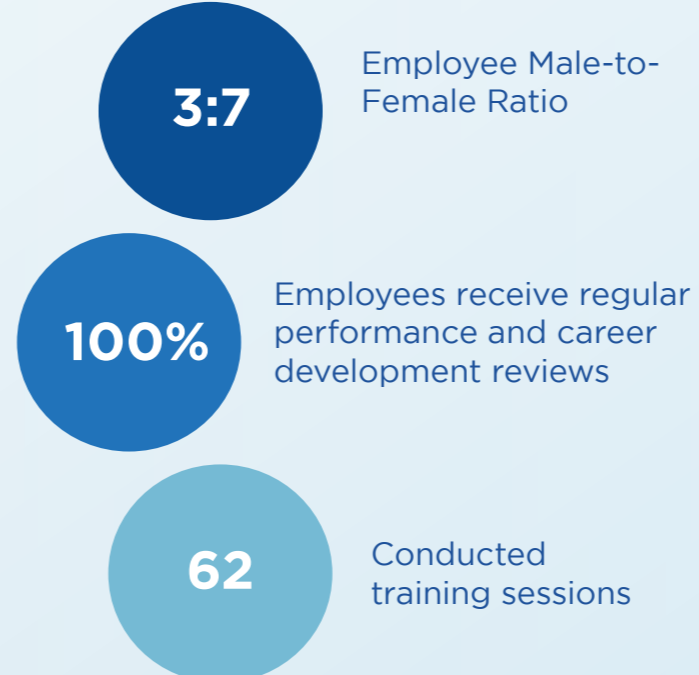
Flagship Services have advanced in Neurology, becoming an Acute Stroke-Ready Hospital, completing Minimally Invasive Gynecologic Surgery training, intensifying Cardiology care, and enhancing joint replacement surgery and Sports Orthopedics.

Administrative teams have focused on brand building, strategic partnerships, and Safety and Cultural Transformation Programs, underscoring DLSCM's mission to elevate patient experience and healthcare delivery standards, making it a paragon of excellence and affordability in healthcare.

As a result of all these efforts, DLSCM was honored with the Facilities Improvement Initiative of the Year - Philippines at the Healthcare Asia Awards 2024. The award highlights the hospital's dedication to exceptional, compassionate care while maintaining competitive pricing.

Employee Engagement

2-7, 404-2, 404-3



Resource Management and Climate Action ³⁻³

De Los Santos Medical Center (DLSMC) is committed to sustainable operations and environmental stewardship as integral components of its mission to provide quality healthcare.

Water Management

Water usage at DLSMC primarily stems from housekeeping activities, toilet and bath use, plant watering, and general cleaning. To address high water consumption, the hospital has initiated an ongoing study aimed at recycling water from the Sewage Treatment Plant (STP).

Waste Management

DLSMC emphasizes proper waste segregation from the point of use. The hospital ensures adherence to the Environmental Management Bureau–Department of Environment and Natural Resources (EMB-DENR) mandates for waste disposal, utilizing accredited waste collectors. It also has an established policy with corresponding procedures for managing hazardous chemicals.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	205.68
Water Consumption (m ³)	4,063
Waste (mt)*	13.32
Emissions (tcO2e)	
Scope 1	0.12
Scope 2	0.25

* Total Waste in MT includes hazardous, non-hazardous, and medical waste



Affordable and Accessible Treatment ^{3-3, 203-1, 413-1}

DLSMC remains committed to providing “Quality Care. Compassionate Service. Reasonable Rates” by developing competitively priced packages for various diagnostic and therapeutic procedures, ensuring accessible and affordable options for patients.

Community Engagements

Medical Missions with Alagang Kapatid Partner Community: Hospital physicians provided free consultations, aiding disease prevention and proper diagnosis.

Brgy. Medical Mission with Rotary Club of QC Big Bike Riders: Offered free specialist consultations (Ophthalmology, Orthopedics, Pediatrics, ENT) for disease prevention and proper diagnosis.

Nutrition Talks in Public Schools, sponsored by Rotary Club of QC Big Bike Riders: Sponsored a nutritionist to educate children and guardians on health and nutrition.

Blood Donation Drives for Government Sectors and Foundations (NCRPO, Bureau of Fire Protection, Serving Hearts): Participated in regular blood donation programs to raise awareness and support life-saving blood transfusions.

PDA Patients of Jaden & Friends Foundation, sponsored by Rotary Club of Makati West, MAIP & AICS: Provided an affordable PDA package for indigent patients, funded by sponsors.



Additionally, the hospital engages in Corporate Social Responsibility (CSR) initiatives that reflect its dedication to community well-being and societal development. These efforts underscore the hospital’s approach to healthcare, emphasizing the community’s overall health as integral to its mission.

Medical Mission to OB Gyne Community Partner: Conducted comprehensive medical consultations, procedures (Pap smears, circumcisions, excisions, blood typing, CBG), and distributed free medications.

DLSMC Brigada Eskwela 2023: Spearheaded by Human Capital Management Group in partnership with Diosdado Macapagal Elementary School as part of ESG initiatives of the hospital employees & residents. Free consultations, school supplies, vaccines, and medicines were given out in preparation of the school opening at the same time participation in cleaning of classroom.



1,000

Medical Mission Beneficiaries

Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare delivery outcomes	Caesarian Section	268
	Readmission	304 ¹
	Pressure Injury	16
	Fall	6
	Surgical Site Infection	3
	Ventilator Associated Pneumonia (VAP)	3
	Central-Line Associated Bloodstream Infection (CLASBI)	3
	Catheter Associated Urinary Tract Infection (CAUTI)	4
	Needle Stick Injury (NSI)	12
	Near Miss	2
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	277.20 ²
	Discharge Turn-Around Time (TAT) mins.	289.80
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		53
Undesired Outcomes & Variation	Mortality	114
	Morbidity	3.557
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
Number of patients affected by data breaches		
Employee Diversity		
Total Number of Employees	Male	169
	Female	349

¹ Within 72 hours = 6; within 30 days = 298

² Average mins. of inpatient & outpatient ER including inpatient planned scheduled procedures

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	1
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	15.00
	Rate of recordable work-related injuries	0
	Number of hours worked	1,033,560
	Safe man hours	N/A
	Number of high-potential work-related incidents identified (optional)	N/A
	Number of close calls identified (optional)	N/A
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	1
Main Types of Work-Related Injury	Animal bites	1
	Bruises	2
	Burns	0
	Dislocations	1
	Muscle strains	1
Main Types of Work-Related Ill Health	Needle pricks	10
	Stress and mental health disorders	1
	Work-related cancer	0
	Skin diseases	0
	Occupational Asthma	0

ST. ELIZABETH HOSPITAL INC.

HC-DY-000.A

St. Elizabeth Hospital Inc. is a private ISO-accredited tertiary hospital in General Santos City, Mindanao. Established in 1962 as a primary hospital with a 25-bed capacity by Dr. Jesus Veneracion and his wife, Angelita Veneracion, the hospital has grown into a leading medical facility with a bed capacity of 273, offering a wide range of healthcare services.

Setting the healthcare standards in Region 12, the hospital is committed to providing exceptional care and improving the lives of its patients. Beyond its core operations, SEHI is dedicated to equitable healthcare access. It engages in community health programs and collaborates with local and national health agencies to address healthcare disparities, especially in underserved areas of Mindanao.



273 bed capacity



Private ISO-accredited tertiary Hospital located in General Santos City, Mindanao



84 Net Promoter Score



Patient Satisfaction and Care Quality

St. Elizabeth Hospital Inc. offers a comprehensive range of quality medical services, including general medicine, pediatrics, obstetrics and gynecology, cardiology, and oncology. Known for treating chronic illnesses and performing complex surgeries, the hospital ensures holistic patient care with essential support services like laboratory diagnostics, pharmacy, and rehabilitation.

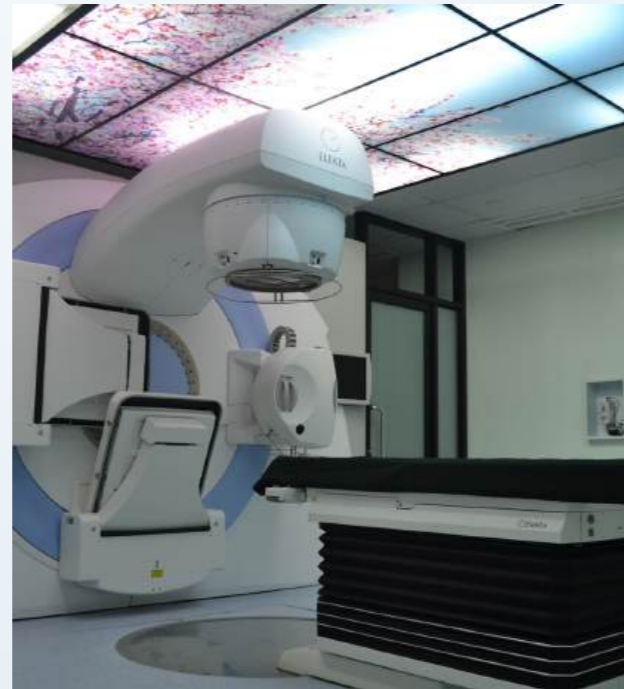
The hospital boasts modern facilities equipped with the latest technology. Critical units include a fully-equipped emergency department, advanced radiology and imaging services, comprehensive surgical suites, and a well-developed outpatient department.

Its Emergency Department operates 24/7, accommodating over 20,000 patients annually with conditions ranging from heart attacks and strokes to cuts and broken bones. The hospital also provides extensive surgical services, from general operations to advanced procedures like laparoscopic, transplant, and laser surgeries, conducted by highly skilled physicians, anesthesiologists, surgeons, nurses, and technicians.

SEHI's Intensive Care Unit (ICU) and Pediatric Intensive Care Unit (PICU) offer specialized care for critically ill patients. The ICU is equipped with advanced monitoring and therapeutic devices for cardiac and non-cardiac patients, while the PICU, which opened in August 2017, provides top-notch care for critically ill infants and children under 12, with a six-bed capacity and sophisticated medical equipment.

The hospital's Hemodialysis Center and Cancer Care Center are testaments to the institution's commitment to high-quality service. The Cancer Care Center, in particular, offers comprehensive cancer care from diagnosis to treatment, supported by a

dedicated team of oncologists and allied healthcare professionals. The No Balance Billing Program at the Cancer Care Center ensures that eligible patients receive treatment without unexpected out-of-pocket costs, allowing families to focus on healing without financial stress.



Employee Engagement



2-7, 404-2, 404-3



Employee Male-to-Female Ratio



Employees receive regular performance and career development reviews



Conducted training sessions

Ethics and Integrity

2-23, 2-24

St. Elizabeth Hospital Inc. (SEHI) strictly adheres to ethical guidelines and practices to maintain the highest standards of patient care, professional conduct, and organizational governance.

Patient Rights and Confidentiality: SEHI ensures the confidentiality and privacy of patient information through data protection policies. The hospital adheres to legal requirements for patient consent and confidentiality, safeguarding all personal and medical data against unauthorized access. The hospital has duly complied with the registration requirements of the Data Privacy Act of 2012, its Implementing Rules and Regulations, and all related issuances. The SEHI's Seal of Registration from the National Privacy Commission is valid until April 25, 2025.

Professional Conduct: All medical professionals and staff at SEHI are required to have high moral and ethical standards, including being honest and truthful in every transaction, being reliable and trustworthy, and abiding by legal requirements and policies that promote the well-being of customers. The hospital also supports continuous education and training programs to keep its staff updated on ethical practices and standards in healthcare.



Resource Management and Addressing Climate Change

3-3

SEHI minimizes its environmental footprint through sustainable practices and advanced technologies. By integrating an eco-conscious mindset into its daily operations, SEHI seeks to reduce its environmental impact while upholding exceptional patient care standards.

Energy Management

SEHI has made significant investments in energy management over the past three years. The hospital has upgraded all lighting fixtures to LEDs and fitted parking lamp posts with solar panels to reduce dependency on non-renewable energy sources.

Key energy consumers include air conditioning units and medical equipment such as CT scanners and X-ray machines. To mitigate energy consumption, SEHI has installed inverter-type air conditioning units and energy-efficient LED lighting, and it has practiced turning off office lights during lunch breaks. Immediate repair of water leaks in plumbing fixtures and supply lines further reduces water and energy wastage. The hospital is also exploring more investments in renewable energy, actively seeking service providers to install additional solar panels.

Emissions Reduction

SEHI tracks its emissions, including Scope 1 (direct) and Scope 2 (indirect from power consumption), by monitoring power usage and conducting annual air emission tests for its generators. The hospital aims for carbon neutrality by 2025, planning to utilize solar power for electricity. Recent investments in greenhouse gas emission reduction include green designs for the parking lot, landscaped areas with natural plants, and replacing non-LED lighting fixtures. The hospital has consistently met regulatory air quality standards, ensuring a safe environment for patients and staff.

Water Conservation

The hospital's major water consumers include public restrooms, patient room bathrooms, laundry services, dialysis operations, and dietary activities. Over the past three years, SEHI has sourced over 80% of its water from its deep well, reducing reliance on external suppliers. Immediate repair of water leaks and implementation of rainwater catchments are standard practices. Plans include recycling reverse osmosis (RO) discharge water to conserve resources further. SEHI's primary water management goal is to provide safe and clean water, with short-term goals focusing on prompt leak repairs and long-term goals on rehabilitating old water lines and recycling RO discharge water.

Waste Management

SEHI minimizes waste generation through centralized discarding of forms for recycling and the use of reusable PPE gowns. The hospital practices proper waste segregation, quality work to avoid re-runs, and disinfects waste before transport. SEHI only transacts with waste transporters accredited by the Environmental Management Bureau (EMB) to comply with waste management standards.

Over the past three years, SEHI's investments in waste management include seeking better pricing from third-party service providers, maintaining an autoclave machine, purchasing additional shredders, and repairing the Material Recovery Facility (MRF) roof. The hospital also has a documented policy for managing hazardous chemicals, ensuring safe disposal through accredited waste managers.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	12,248.20
Water Consumption (m ³)	152,151.49
Waste (mt ¹)	24.09
Emissions (tcO ₂ e)	
Scope 1	26.05
Scope 2	9,018.45

¹ Total Amount of Waste (Hazardous, Non-Hazardous, and Medical)

Affordable and Accessible Treatment

3-3, 203-1, 413-1

SEHI recognizes its role in enhancing community well-being in underserved areas of Mindanao. To promote health equity and support community development, SEHI has implemented several key initiatives in 2023, reaching 1,822 beneficiaries for this reporting cycle.

Community Engagements (Medical Mission Activities)

SEHI organizes medical missions to provide accessible and comprehensive healthcare services to underserved communities. These missions offer free consultations in specialties such as general medicine, pediatrics, obstetrics and gynecology, and dental care. Additional services include screenings for common conditions, distribution of medicines, random blood sugar testing, and blood pressure monitoring. These initiatives address immediate healthcare needs, promote early detection and prevention of diseases, and ultimately improve community health outcomes.

St. Elizabeth of Hungary Hospital Foundation, Inc. (SEHHFI)

As the social arm of St. Elizabeth Hospital, SEHHFI focuses on providing free surgeries for children with cleft palate deformities. This initiative significantly improves these children's quality of life by offering corrective surgery without financial burden. This program addresses healthcare disparities and promotes health equity. Additionally, SEHHFI's work raises awareness and reduces the stigma associated with cleft palate deformities.

Gift-Giving Activity

Each Christmas season, SEHI hosts a gift-giving activity for orphans to bring them joy and a sense of belonging. By engaging in acts of kindness, SEHI nurtures a spirit of generosity and compassion, strengthening community bonds and encouraging further support for vulnerable populations.

1,822

Medical Mission Beneficiaries

Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare delivery outcomes	Caesarian Section	9
	Readmission	372
	Pressure Injury	0
	Fall	0
	Surgical Site Infection	5
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	
	Catheter Associated Urinary Tract Infection (CAUTI)	
	Needle Stick Injury (NSI)	
	Near Miss	8
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	219
	Discharge Turn-Around Time (TAT) mins.	113
	Medication Management Indices	Number of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		8
Undesired Outcomes & Variation		0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	6
	Number of complaints addressed	6
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	86%
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	7
	Number of patients affected by data breaches	7
Employee Diversity		
Total Number of Employees	Male	274
	Female	466

Occupational Health and Safety		
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	12
	Rate of recordable work-related injuries	0
	Number of hours worked	1,920
	Safe man hours	0
	Number of high-potential work-related incidents identified (optional)	12
	Number of close calls identified (optional)	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	12
Main Types of Work-Related Injury	Burns	1
	Needle pricks	8

CENTRAL LUZON DOCTORS' HOSPITAL

HC-DY-000.A

Central Luzon Doctors' Hospital (CLDH) is a premier healthcare institution located in Tarlac City. Founded with the mission to deliver excellent healthcare services, CLDH has grown to become the largest private hospital in the province with a 150-bed capacity.

The hospital is dedicated to providing compassionate and people-centered healthcare for the residents of Tarlac and neighboring provinces. CLDH has four pillars of excellence: Patient Safety, Quality Healthcare, Consistency, and Sustainability. These translate to rigorous safety protocols and high standards of medical practice.

As part of its sustainability efforts, CLDH is investing in energy management and the installation of solar panels to reduce energy consumption.



150 bed capacity



Tarlac City



Level 3 DOH hospital



67 Net Promoter Score

DR. CONSTRATED
GURINO BLDG.

CLDH
Central Luzon
Doctors' Hospital
METRO PACIFIC HEALTH

Patient Satisfaction and Care Quality

CLDH is committed to continuous improvement and maintaining high standards, as evidenced by its gold-level accreditation from Accreditation Canada. This prestigious recognition highlights the hospital's dedication to quality healthcare and patient safety.

In 2023, CLDH achieved a Net Promoter Score of 67.

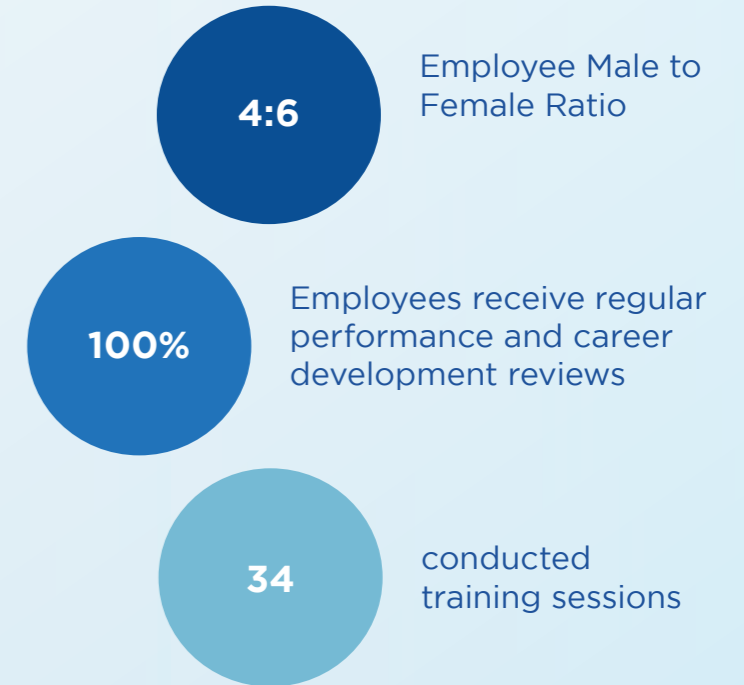


Employee Engagement

3-3, 404-2

CLDH takes a structured approach to employee engagement, emphasizing the enhancement of technical and medical skills among its staff. By setting clear targets related to training and development, CLDH focuses on ensuring that its employees remain adept and proficient in their respective fields. However, the hospital currently does not provide training opportunities related to data security or privacy-related risks and procedures. Employee performance at CLDH is systematically evaluated using a Balanced Scorecard approach to ensure that the staff's contributions are aligned with the hospital's strategic objectives.

2-7, 404-2, 404-3



Resource Management and Addressing Climate Change

3-3

CLDH has taken the following steps in resource management, based on prevailing practices, regulations, and sustainability goals. dedication to sustainable practices in the healthcare sector.

Energy Management

CLDH's investments in energy management over the past three years primarily focus on upgrading their air conditioning system and selected medical equipment, which are major consumers of energy. Additionally, CLDH is exploring renewable energy solutions, specifically the installation of solar panels, which are projected to reduce the hospital's energy consumption by 10%.

Emissions Management

CLDH monitors its emissions in compliance with government-mandated parameter tests conducted on a regular schedule. To mitigate its environmental impact, the hospital utilizes Euro4/Euro5 compliant fuels and operates CFC-free air conditioning units as recommended by government regulations. The hospital has not set a target for carbon neutrality yet. There have been no recorded instances of air pollution levels exceeding regulatory limits, and thus no notable negative impacts on stakeholders from greenhouse gas emissions.

Water Management

Within CLDH, the High Dependency Unit (HDU) and public areas such as comfort rooms are the primary consumers of water.

Waste Management

CLDH prohibits the use of single-use plastics. For medical waste, the hospital conducts surprise audits on accredited waste haulers and treaters to ensure compliance with waste management standards. CLDH has a documented policy for managing hazardous chemicals, including proper disposal practices. All personnel handling hazardous waste are trained and accredited by government partners.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	10,945,13
Water Consumed (m ³)	38,078
Waste (mt)*	86.184 mt of carton and paper & medical waste, 2,245 pcs of used galloons
Emissions (tcO2e)	
Scope 1	26.92
Scope 2	2,068.8



Affordable and Accessible Treatment

CLDH presents and communicates its brand of care as "people-centered." According to the hospital, it is "always putting patients at the center of care through close collaboration with the members of the CLDH team."

As a testament to its brand promise, the hospital seeks to be inclusive of lower-income communities by lowering its outpatient consultation fees to only 50. This makes quality healthcare accessible to underserved populations, who otherwise have no access to the same quality of services CLDH provides. By implementing this initiative, CLDH ensures that even the most financially challenged individuals can receive essential medical attention, upholding their commitment to community health and inclusivity.

In addition, CLDH brings its services closer to communities through its corporate social responsibility initiatives. These are non-profit programs that are meant to promote health education and provide essential medical services, ensuring that even the most vulnerable populations receive the care they need.

Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare Delivery Outcomes	Caesarian Section	80
	Readmission	166
	Pressure Injury	4
	Fall	2
	Surgical Site Infection	8
	Ventilator Associated Pneumonia (VAP)	1
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	9
	Near Miss	
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	174
	Discharge Turn-Around Time (TAT) mins.	136
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		0
Undesired Outcomes & Variation	Mortality	0
	Morbidity	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	49
	Number of complaints addressed	49
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	1
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	2
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	2
	Number of patients affected by data breaches	2
Employee Diversity		
Total Number of Employees	Male	216
	Female	353

Occupational Health and Safety		
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	9
	Rate of recordable work-related injuries	8.24
	Number of hours worked	1,092,480
	Safe man hours	1,201,728
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified (optional)	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of Work-Related Injury	Needle pricks	9

COMMONWEALTH HOSPITAL AND MEDICAL CENTER

HC-DY-000.A

Commonwealth Hospital and Medical Center (CHMC) is a premier healthcare facility in Novaliches, Quezon City. Acquired by Metro Pacific Health (MPH) in 2021, CHMC features two buildings with a combined capacity of 148 beds. As a modern tertiary hospital, CHMC provides high-quality healthcare services using state-of-the-art equipment. Its team of skilled medical and dental specialists, supported by dedicated ancillary and nursing staff, ensures exceptional patient care and continuous service improvement.



148 bed capacity



Novaliches, Quezon City



Level 3 private tertiary hospital



79 Net Promoter Score



Helping more with
Brain Surgery
5 so far this year vs 1/yr. before.

CommonwealthMed Packages

- Colonoscopy
- Gastroscopy
- LapChole
- NSD Maternity (Sedation, Spinal, Epidural)
- & Many more Laboratory Packages

Maxicare Intellicare! MediCard eTiqa COCOLIFE & More Health Cards are Accepted Here.

Malapit, Maraming Gamit, Sulit

CommonwealthMed
We care for you

Dagdag na Doktor sa Emergency Room
Mas mobilis at Mas masasabing Serbisyo ng medikal

Patient Satisfaction and Care Quality

Its “We care for you” tagline encapsulates CHMC’s commitment to quality patient care. CHMC prioritizes the health and well-being of its patients, ensuring they receive the best possible care in a compassionate environment.

As a reliable health partner, CHMC delivers patient-centric care that is safe, effective, and timely. The hospital ensures seamless coordination among its healthcare professionals, facilitating a continuum of care that addresses all aspects of a patient’s health journey.

Patient safety is at the core of CHMC’s services. Its commitment to safety extends to every facet of its operations, from clinical procedures to patient interactions. The hospital maintains strict safety protocols and continuously monitors and improves practices to prevent errors.

CHMC’s Net Promoter Score (NPS) of 79 reflects its dedication to service excellence. This metric highlights the hospital’s commitment to bringing superior customer value.



Employee Engagement

3-3, 404-2

Ensuring quality patient care is a collaborative effort that depends on the dedication and passion of CHMC’s workforce. To inspire every team member to deliver their best consistently, CHMC prioritizes the overall well-being of its staff, provides comprehensive training, conducts regular performance evaluations, and fosters a supportive and inclusive work environment.

Performance Evaluations

CHMC has established a structured evaluation process. Probationary employees undergo performance evaluations in the 3rd and 5th months of their tenure, allowing for timely feedback and guidance. For regular employees, performance evaluations are conducted twice a year, ensuring consistent assessment and development opportunities.

As for Occupational Health and Safety, CHMC achieved an exemplary record of zero work-related injuries and fatalities in this reporting year. This achievement underscores CHMC’s commitment to creating a safe and healthy workplace for all staff members.

On the other hand, CHMC strives to create a diverse and inclusive work environment. The current employee male-to-female ratio underscores the institution’s dedication to gender diversity and equality in the workforce. CHMC continually seeks to promote a balanced and inclusive workplace where all employees are valued and respected.

2-7, 404-2, 404-3



Resource Management and Climate Change ³⁻³

Over the years, CHMC has made significant investments in energy management aimed at reducing and controlling energy consumption across its facilities. Key areas of focus include HVAC systems, MRI equipment, and CT scanners. Through its Energy Savings Initiative, CHMC implements strategies to optimize energy efficiency and lower operational costs.

The hospital is actively exploring further investments in renewable energy sources such as solar power and the adoption of inverter-type equipment and LED lighting conversions.

In addition, CHMC is dedicated to controlling emissions through compliance with the Pollution Control Office (PCO) regulations set by the Department of Environment and Natural Resources (DENR). Regular monitoring of vehicle emissions tests ensures adherence to environmental standards, contributing to cleaner air quality in the community.



In managing water resources, CHMC has installed a Provision of 185 CMD Sewage Treatment Plant (STP) to efficiently treat wastewater from facilities such as dialysis units and cafeterias. Monthly testing of water quality ensures compliance with health and safety standards.

Moreover, CHMC prioritizes proper waste disposal through comprehensive waste management practices. The hospital provides regular seminars to employees and has established a Hazardous Waste Management Committee to oversee waste handling procedures. CHMC ensures proper disposal through accredited waste collectors who adhere strictly to waste management standards. This includes regular inspection and validation processes with third-party entities and securing permits from regulatory bodies such as DENR and LLDA to uphold environmental responsibility.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	9,193.57
Water Consumption (m³)	117.13
Waste (mt)*	0.03
Emissions (tcO₂e)	
Scope 1	86.85
Scope 2	5.70

* Total Amount of Waste (Hazardous, Non-hazardous, and Medical)

Affordable and Accessible Treatment

203-1, 413-1

Below are some of the key initiatives in 2023 demonstrating CHMC's commitment to corporate social responsibility:

Community Engagements

Buntis Day

CHMC conducted a motherhood awareness talk, offering free consultations and discounted rates for pap smears and ultrasounds to expectant mothers within the hospital's catchment area. This initiative included educational sessions on maternal health, prenatal care, and the importance of proper nutrition and healthcare during pregnancy. By collaborating with healthcare providers and community organizations, CHMC provided essential resources and services to expectant mothers, encouraging them to take charge of their health.

Brigada Eskwela

CHMC participated in Brigada Eskwela, an initiative to ensure that public schools are well-prepared and equipped to provide quality education to students. This program promoted community involvement in supporting public education and improving the quality of schooling. Through this initiative, CHMC helped create a conducive learning environment for students, fostering a stronger community commitment to education.

Typhoon Donation Drive

In response to the needs of those affected by typhoons in Brgy. Kaligayahan, CHMC organized a donation drive to provide essential items such as food, water, hygiene products, and medical supplies. This effort offered immediate relief and long-term support to those in crisis. By uniting to support those in need, CHMC fostered a sense of solidarity and resilience within the affected communities, aiding their recovery and rebuilding efforts.



1,277

Medical Mission Beneficiaries

Pedia Month Medical Mission

During Pedia Month, CHMC conducted a medical mission focused on providing healthcare services to children. This initiative included check-ups and treatment for common pediatric illnesses, significantly improving the health outcomes of children in the community. By addressing the healthcare needs of young patients, CHMC contributed to the overall well-being of the community's youngest members.



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare delivery outcomes	Caesarian Section	562
	Readmission	58
	Pressure Injury	27
	Fall	6
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	2
	Near Miss	112
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	228
	Discharge Turn-Around Time (TAT) mins.	167
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		N/A
Undesired Outcomes & Variation	Mortality	N/A
	Morbidity	N/A
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
Number of patients affected by data breaches		
Employee Diversity		
Total Number of Employees	Male	160
	Female	316

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	0
	Number of hours worked	0
	Safe man hours	0
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of work-related injury	Needle pricks	4

SACRED HEART HOSPITAL OF MALOLOS

HC-DY-000.A

Founded in 1968 by surgeon Alberto Reyes and anesthesiologist Juanita Reyes, Sacred Heart Hospital of Malolos Inc. (SHHM) has been providing healthcare services in Malolos City, Bulacan, for over 53 years. SHHM is recognized by the Private Hospitals Association of the Philippines and joined Metro Pacific Health (MPH) in 2016.

As part of MPH, SHHM maintains its commitment to compassionate care and medical innovation. This 97-bed capacity level 2 hospital provides a wide range of medical services, including Medicine, Surgery, Obstetrics and Gynecology, Pediatrics, Anesthesiology, Ophthalmology, Dermatology, Histopathology, Psychiatry, Radiology, and Laparoscopic Surgery. SHHM is equipped with advanced diagnostic and ancillary services, such as a hemodialysis unit, CT scan, ultrasound, screening and diagnostic mammography, treadmill tests, and comprehensive laboratory facilities for routine and executive checkups.



74 bed capacity



Malolos City



Level 2 DOH hospital



78 Net Promoter Score



Patient Satisfaction and Care Quality

SHHM adheres to global standards while addressing each patient's unique needs. As a trusted Bulacan and Region III healthcare provider, SHHM prioritizes consistent and excellent clinical outcomes.

SHHM values compassionate care alongside clinical expertise, creating a supportive environment for all patients. The hospital aims to contribute to nation-building by providing high-quality medical care at the lowest possible cost.

SHHM's commitment to up-to-date medical services has earned the trust and confidence of its patients, as reflected in a net promoter score of 78, indicating high patient satisfaction and loyalty.



Employee Engagement

3-3, 404-2

SHHM invests in maintaining and enhancing employee morale and engagement through various initiatives and programs. These efforts aim to create a supportive and motivating work environment where employees can personally and professionally thrive.

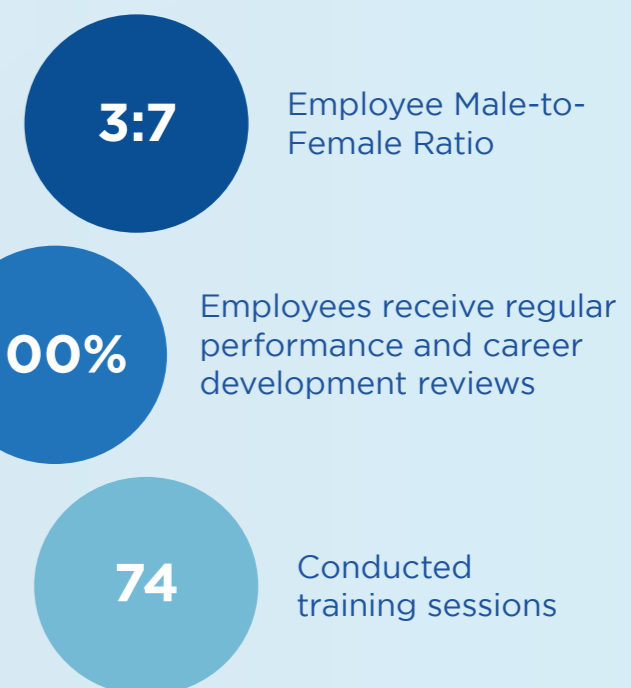
This process occurs every 3rd and 5th month for probationary employees and semi-annually for regular employees. Department heads or immediate superiors conduct evaluations based on this timeline.

2-7, 404-2, 404-3

Training and Development

SHHM offers its employees comprehensive training and development opportunities, including programs in Leadership Development, Business Essentials, Self-Improvement, and Customer Excellence. The hospital provides specialized training on data security and privacy-related risks and procedures, such as the Data Protection Officers Accountability, Compliance, and Ethics Certification Program.

SHHM ensures the continuous development of its workforce through a structured performance evaluation process. Employees submit their Self-Evaluation to their Department Head before the official performance evaluation discussion.



Resource Management and Climate Change ³⁻³

SHHM's energy management initiatives include the conversion of hospital lighting to LED technology and the installation of perimeter solar lighting. Additionally, SHHM reuses processed water from its two (2) Sewage Treatment Plant (STP) for domestic purposes, reducing water consumption and enhancing energy efficiency.

Emissions control measures are enforced with monthly emissions recording and the implementation of energy conservation practices to minimize environmental impact.

Water conservation efforts focus on optimizing use in high-traffic areas like the Outpatient Building, ensuring a continuous water supply for essential operations. Installing an STP in 2022 and a dedicated water tank for reused STP water in late 2023 will enhance water management.

In waste management, SHHM adheres to strict protocols for waste segregation across all departments. The hospital engages DENR-accredited haulers and treaters for responsible waste disposal, supported by a comprehensive waste management policy that promotes environmental sustainability.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	7,369.04
Water Consumption (m ³)	21,229
Waste (mt) ¹	159.83
Emissions (tcO2e)	
Scope 1	11.47
Scope 2	1,860.15

¹Total Waste in MT includes hazardous, non-hazardous, and medical waste



Affordable and Accessible Treatment

203-1, 413-1

In 2023, SHHM advanced community well-being through several corporate social responsibility initiatives focused on public health improvement.

Community Engagement



Zumbarangay Campaign: Provided free Zumba sessions led by certified instructors to promote public health and wellness.



Kulay Puso Color Fun Run: Engaged 250 participants in a fitness activity while solidifying SHHM's role as a trusted health partner in the community.



Medical Mission Beneficiaries

Medical Missions throughout Bulacan: Provided free consultations and medicines for community members, underscoring SHHM's commitment to community health.

Oplan Libreng Tuli in Mambog: Offered free circumcision procedures for 50 children.

Free Dermatology Checkups and Medications: Provided free dermatology consultations and medications to promote early detection of skin diseases.



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections & Other healthcare delivery outcome	Caesarian Section	13
	Readmission	82
	Pressure Injury	2
	Fall	0
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	2
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	1
	Needle Stick Injury (NSI)	2
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	287
	Discharge Turn-Around Time (TAT) mins.	187
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	No monitoring in place yet
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
Number of patients affected by data breaches		
Employee Diversity		
Total Number of Employees	Male	172
	Female	373

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Safe man hours	0
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of Work-Related Injury	Needle pricks	15

MANUEL J. SANTOS HOSPITAL

HC-DY-000.A

Manuel J. Santos Hospital (MJSH), a 100-bed level 2 facility, provides exceptional healthcare services in Butuan. Established by individuals committed to delivering outstanding healthcare in the Caraga region and beyond, MJSH upholds principles of integrity, compassion, and respect for human life. As a member of the MPH network, the hospital aims to grow into a leading healthcare provider, prioritizing patient welfare with dedication and resilience.

MJSH includes two Primary Care Centers at the main hospital and in Nasipit, offering lab tests, portable imaging, ultrasound, ECG, and pulmonary services. The newly renovated Emergency Care Unit, with seven beds and advanced medical equipment, ensures high-quality emergency. MJSH also features nine new private rooms to further create a comfortable and healing environment.



100 bed capacity



Butuan City



Level 2 DOH hospital



92 Net Promoter Score

Patient Satisfaction and Care Quality

At MJSH, patients are valued healthcare partners. The hospital continuously updates its facilities, equipment, and techniques to deliver excellent services.

MJSH's patient-centered, team-based approach ensures effective outcomes. Its rigorous quality framework ensures patient safety and continually enhances care and services. The hospital carefully monitors safety indicators and evaluates clinical performance according to licensing and accreditation standards.

MJSH also focuses on service excellence by offering training programs, tools, and handbooks to support its staff in delivering their best work. These resources are regularly reviewed and updated. Additionally, MJSH consistently gathers customer feedback, with its Customer Satisfaction Index often exceeding benchmarks.



Employee Engagement

3-3, 404-2

MJSH aims to be an employer of choice through sustainable Human Resource (HR) practices that enhance the well-being and development of its employees. MJSH focuses on career development and its staff's physical and emotional health as a holistic employer. By fostering a continuous learning and professional growth culture, MJSH ensures that its employees stay engaged, skilled, and aligned with the hospital's mission to provide excellent healthcare services.

MJSH is committed to ensuring its employees are well-versed in data security and privacy-related risks and procedures. The hospital provides specialized training in these areas, equipping selected employees and contractors with the knowledge and skills to effectively manage and mitigate these risks. Training programs cover topics such as information security, cybersecurity and data privacy compliance and regulations as well as data protection.



Employee Male to Female Ratio

To maintain a high standard of performance and accountability, MJSH regularly evaluates its employees' performance through a structured process. Related processes include periodic performance reviews, goal-setting and achievement tracking, feedback from peers, supervisors, and subordinates, continuous professional development opportunities, and recognition and reward programs.



Resource Management and Addressing Climate Change

3-3

MJSH is committed to environmental sustainability through responsible resource management. It fosters a greener, more sustainable healthcare environment by efficiently managing energy, water, and waste.

Energy Management

MJSH has focused its energy management efforts on promoting energy consciousness among its end users. While specific investments in new energy-efficient equipment like MRI machines, operating rooms (OR), and elevators have been made, the hospital's main emphasis has been raising awareness and optimizing existing systems to reduce energy consumption.

MJSH has implemented various measures to promote energy consciousness, including educating staff and stakeholders about the importance of energy efficiency and encouraging responsible energy practices.

In line with its sustainability goals, MJSH is planning to invest in solar panels. This initiative is part of the hospital's upcoming 5-year plan, scheduled for implementation in 2025. The installation of solar panels aims to enhance the hospital's energy sustainability efforts.



Water Management

Water management is crucial in areas such as MJSH's inpatient care and operating rooms (OR), where significant water consumption occurs. Factors contributing to high water use include patient care activities and maintaining the hospital's cleanliness.

While MJSH does not currently have defined goals or targets related to water management, it acknowledges the importance of mitigating risks associated with water use. The hospital aims to explore and implement water-saving technologies and practices in the short term. In the long term, MJSH plans to develop comprehensive water management strategies aligned with sustainability goals to minimize environmental impact and enhance operational efficiency.

Waste Management

MJSH manages waste effectively across its operations, focusing on minimizing waste generation, proper disposal, and adherence to regulatory standards.

To reduce waste generation, MJSH prioritizes reusables over disposables. The hospital has invested in larger autoclaves and sterrad machines to sterilize and reuse medical items in operating rooms, decreasing the reliance on single-use materials.

The Pollution Control Officer (PCO) ensures proper waste disposal by actively monitoring all waste handling and guaranteeing compliance with regulations. MJSH maintains accreditation of waste collectors and strictly adheres to waste management standards to minimize environmental impact.

MJSH has allocated resources to improve the management of waste and hazardous materials, including budgeting for regular waste collection, enhancing its off-site Materials Recovery Facility (MRF), and optimizing internal waste-handling practices.

Moreover, MJSH has a documented policy for managing hazardous chemicals, detailing proper disposal practices and safety protocols. While the hospital oversees the implementation of these policies, it does not currently engage accredited waste managers for hazardous waste disposal.

302-1, 303-3, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	6,234.48
Water Withdrawn (m3)	31,080
Waste (mt)*	125.1
Emissions (tcO2e)	
Scope 1	0
Scope 2	1,350.28

* Total Amount of Waste (Hazardous, Non-Hazardous, and Medical)

Affordable and Accessible Treatment 3-3, 203-1, 413-1

Anchored in the belief that healthcare must be accessible for everyone in the community, MJSH is deeply committed to extending healthcare services beyond the confines of our facility. Last October 2023, the Hospital partnered with the Department of Health - Center for Health Development CARAGA and the Office of the Senior Citizens Affairs to hold a vital medical mission at the VCDU Convention Center in Brgy. Villa Kanangga, Butuan City. This medical mission is part of our broader initiative to engage with and support our community through health services. Elderly participants had access to various free health services, including consultations, bone screenings, laboratory tests, and dietary counseling. These offerings are crucial for the early detection and management of health issues, ensuring better health outcomes for our senior citizens.

Expanding our reach, the MJSH Mobile Clinic initiative brings medical expertise right to the doorsteps of those in need. This mobile health service is designed to bridge gaps in healthcare accessibility, ensuring that comprehensive medical services are available to everyone, regardless of their ability to travel to our hospital.

Additionally, our commitment to health education continues with a lecture series by the Manuel J. Santos Hospital's Department of Surgery. Taking place in October 2023 at our Medical Arts Building, this series will focus on topics such as hemorrhoids, perianal abscess, and fistula, providing valuable information and empowering individuals to manage these common conditions.

900

Medical Mission Beneficiaries



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare Delivery Outcomes	Caesarian Section	0
	Readmission	0
	Pressure Injury	5
	Fall	2
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	1
	Central-Line Associated Bloodstream Infection (CLASBI)	5
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	5
	Near Miss	1
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	15-30 mins
	Discharge Turn-Around Time (TAT) mins.	132 mins
	Medication Management Indices	Number of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		22
Undesired Outcomes & Variation	Mortality	
	Morbidity	
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	Number of patients affected by data breaches	0
Employee Diversity		
Total Number of Employees	Male	88
	Female	243

Occupational Health and Safety		
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	6
	Rate of recordable work-related injuries	1.89%
	Number of hours worked	835,400
	Safe man hours	0
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of Work-Related Injury	Needle pricks	3
	Dust gets in the eye	1
	Fall: Hurt wrist	1
	Slight laceration	1

WEST METRO MEDICAL CENTER

HC-DY-000.A

West Metro Medical Center (WMMC), operated by Metro Pacific Zamboanga Hospital Corporation, is a 110-bed, ISO-certified secondary-level private hospital in Zamboanga City committed to delivering integrated quality healthcare services. As part of Metro Pacific Health, WMMC integrates advanced medical technology with compassionate care, emphasizing holistic healing.

Established in 2015, WMMC began its journey following Metro Pacific Zamboanga Hospital Corporation's acquisition of a long-term lease for land, buildings, and equipment from Western Mindanao Medical Center, Inc. In March 2017, WMMC extended its reach by opening a medical and diagnostic clinic in Barangay Ayala, aimed at enhancing healthcare accessibility for residents of West Coast, Zamboanga City.



110 bed capacity



Zamboanga City



Level 2 DOH hospital



72 Net Promoter Score

WEST METRO MEDICAL CENTER

Patient Satisfaction and Care Quality

Guided by its tagline “Because We Care,” WMMC endeavors to maintain a positive patient experience through compassionate care, advanced medical expertise, and personalized attention. The hospital values empathy and respect, supporting patients and families throughout their healthcare journey.

Equipped with cutting-edge technology, WMMC ensures precise diagnoses and effective treatments. Every patient receives individualized attention, from initial consultation to recovery. WMMC maintains high standards through rigorous quality assurance, feedback, and ongoing staff training.

At WMMC, patients experience exceptional care, reflected in a high net promoter score of 72, indicating their strong satisfaction with the services provided.



Employee Engagement

3-3, 401-1, 404-2

WMMC recognizes that its employees are the backbone of its operations. As such, the hospital is committed to fostering an engaging and supportive work environment that promotes professional growth, well-being, and a strong sense of community among the staff. WMMC’s employee engagement initiatives ensure that its workforce is motivated, skilled, and aligned with the hospital’s mission to provide exceptional healthcare services.

WMMC has established specific training and development targets to equip employees with updated skills and knowledge. These include compliance with mandatory government training, specialized training in the latest medical technologies, and programs to enhance soft skills such as communication, teamwork, and leadership.

Dedicated to maintaining the highest data security and privacy standards, WMMC provides its new hires with a thorough data privacy orientation from the Compliance Officer, ensuring they understand the hospital’s data privacy policies and the importance of protecting patient information. Additionally, selected employees and contractors undergo continuous training on data security protocols, including the latest practices and technologies, with regular updates to stay informed about new threats and best practices.

In 2023, WMMC welcomed a total of 178 new employees as part of its ongoing efforts to strengthen its workforce. The hospital upheld a rigorous and fair recruitment process, strongly emphasizing qualifications while actively avoiding biases. Meanwhile, WMMC experienced a turnover rate of 2% during the same period, underscoring the hospital’s commitment to optimizing staffing levels and maintaining operational continuity.

2-7, 404-3



Resource Management and Addressing Climate Change ³⁻³

WMMC seeks to reduce its environmental footprint and align its efforts with sustainable development goals. The hospital continually monitors the environmental risks tied to its operations and leverages them to create value. Committed to a sustainable future, WMMC focuses on minimizing its impact, especially in medical waste management, energy consumption, and emissions.

Effective energy management is a key component of WMMC's sustainability strategy. The hospital is dedicated to reducing its environmental footprint through efficient energy use and sustainable practices. WMMC's approach includes infrastructure upgrades, behavioral changes, and renewable energy exploration. One significant initiative in this regard is the planned installation of solar panels, budgeted for 2024. Quotations are being gathered from suppliers, with installation targeted for the fourth quarter of 2024. This initiative is expected to reduce the hospital's dependency on non-renewable energy sources and lower its carbon footprint.

Likewise, the Hospital is committed to effectively managing its emissions, including Scope 1, Scope 2, and other significant air emissions. Emissions are rigorously tested by a third party during the hospital's generator set permit application process to ensure accurate measurement.

Furthermore, WMMC has implemented several initiatives to reduce waste, mainly focusing on medical waste management. The hospital employs stringent protocols for the handling and disposing of medical waste to minimize environmental impact and ensure safety. WMMC adheres to strict guidelines and standards to ensure proper disposal of generated waste. All infectious and medical wastes are disposed of in an approved septic vault. The design and operation of this vault meet the guidelines set by the Department of Environment and Natural Resources (DENR) and the Department of Health (DOH), with no reported violations.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	46,918.74
Water Consumption (m ³)	10,564.00
Waste (mt) ¹	1.20
Emissions (tcO2e)	
Scope 1	2,501.36
Scope 2	1,896.62



Affordable and Accessible Treatment

3-3, 203-1, 413-1

WMMC is dedicated to positively impacting the communities it serves. The hospital aims to improve healthcare access for those in need using its expertise. In 2023, it reinforced its commitment through impactful Corporate Social Responsibility initiatives.

Collaborating with the 904th Maneuver Company - Regional Mobile Force Battalion 9, WMMC conducted outreach programs providing essential medical and dental services to residents, enhancing public health access.

Community Engagement

Also, WMMC participated in Philippine Arbor Day with a tree-planting event in Barangay Lumayang, Zamboanga City, aimed at biodiversity promotion and environmental awareness.

The hospital also engaged in medical and dental missions with Naval Force Western Mindanao (NAVFORWEM) at Sangboy Big Island, Hji. Muhtamad Basilan, and Banguingui Island, Jolo Sulu, addressing healthcare needs in underserved areas.

Led by Dr. Adrian Santos, WMMC partnered with the Lost Boyz Bikers Association to conduct medical missions in Brgy. La Paz, Zamboanga City, furthering its commitment to community health.

Concluding the year, WMMC participated in an extensive medical mission at Sacol Island, Zamboanga City, continuing its efforts to provide vital medical assistance to remote communities.



Medical Mission Beneficiaries



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare delivery outcomes	Caesarian Section	57%
	Readmission	27
	Pressure Injury	4
	Fall	2
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	2
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	1
	Needle Stick Injury (NSI)	12
	Near Miss	107
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	204
	Discharge Turn-Around Time (TAT) mins.	169
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		0
Undesired Outcomes & Variation	Mortality	0
	Morbidity	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
Employee Diversity	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
	Number of patients affected by data breaches	
	Total Number of Employees	
	Male	110
	Female	296

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	16
	Rate of recordable work-related injuries	2
	Number of hours worked	N/A
	Safe man hours	0
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	54
Main Types of Work-Related Injury	Muscle strains	4
	Needle pricks	12
Main Types of Work-Related Ill Health	Stress and mental health disorders	1
	URTI	28
	SVI	22
	Occupational Asthma	2
	Threatened Abortion	1

RAMIRO COMMUNITY HOSPITAL

HC-DY-000.A

Ramiro Community Hospital (RCH) is located in Tagbilaran City, Bohol. The hospital has advanced facilities, a skilled healthcare team, and a patient-first approach.

Founded by Dr. Luther Z. Ramiro, a top medical board exam scorer, and his wife Dinah Q. Lumain, a local teacher, the hospital began as a 10-bed clinic in 1975. Within two years, it expanded to a 50-bed facility. Dr. Ramiro's reputation for exceptional and compassionate care quickly drew patients across the province. The hospital has since grown into a Level 2 facility with 118 beds, becoming a preferred healthcare provider in the province.

Dr. Ramiro's legacy continued after his passing in 2016. In March 2020, the Ramiro Family partnered with Metro Pacific Health to meet Bohol's growing medical needs.



118 bed capacity



Tagbilaran City, Bohol



Level 2 DOH hospital

Patient Satisfaction and Care Quality

Guided by the mantra “Doctors treat, God heals,” RCH is committed to delivering top-tier healthcare through its Ministry of Healing, ensuring every patient receives the highest quality care and support. The hospital strives to make healthcare affordable, innovative, and personalized. By continuously improving healthcare products and services, RCH offers patients greater access, choice, and control over their healthcare.

RCH’s Medicine Department boasts a diverse team of certified professionals dedicated to providing comprehensive and safe medical services. The department directors uphold internationally accepted medical standards, ensuring advanced and compassionate treatment for every patient.

Employee Engagement

3-3

RCH fosters a culture of engagement and inclusivity, emphasizing a workforce dedicated to values, purpose, and patients’ health and well-being. The hospital aims to build a highly engaged and skilled team that embodies its core values and purpose across all operations.

RCH prioritizes creating an engaged, purpose-led environment to attract and retain talent. Embracing diversity and inclusion is integral to its approach.

Upholding ethical standards and integrity forms the cornerstone of RCH’s operations. Central to its approach is a robust supply chain management strategy that supports sustainable practices while safeguarding the quality and reliability of healthcare offerings. RCH is dedicated to upholding the welfare of workers and maintaining labor conditions within its supply chain that meet or surpass recognized standards.

The hospital is similarly devoted to managing its vendors ethically and effectively. RCH ensures its employees adhere to professional standards and workplace behaviors consistent with the MPH group’s policies and practices. It is also firmly committed to combating all forms of corruption, including extortion and bribery. In 2023, the hospital maintained an exemplary record with no legal actions related to anti-competitive behavior, anti-trust violations, or monopoly practices.

Resource Management and Climate Action ³⁻³

Acknowledging the environmental impact of healthcare provision, RCH fulfills its responsibility by actively reducing this impact. As a growing healthcare provider, the hospital is committed to delivering essential health services while safeguarding the environment by effectively managing energy use, emissions, water resources, and waste.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2



Employee Male to Female Ratio

RESOURCE MANAGEMENT	
Energy (GJ)	4,677.53
Water Consumed (m ³)	72,548
Waste (mt)	1,626.1
Emissions (tcO2e)	
Scope 1	965.56
Scope 2	9,004.81



Affordable and Accessible Treatment

3-3, 203-1, 413-1

RCH ensures its operations positively impact the community and the environment. The hospital's initiatives reflect a dedication to fostering a healthier and more sustainable future.

Community Engagement

Promoting Health and Nutrition

RCH actively participates in mobile blood donation activities, partnering with GCGMMC. The hospital sponsored two in-house mobile blood donations on October 31, 2023, ensuring a continuous blood supply for the entire province of Bohol. This initiative supports life-saving treatments and emergency medical care for patients in need.

In collaboration with local government units, RCH supports charitable initiatives through impactful medical-surgical missions. In Sagbayan town, the hospital provided essential medical services, including circumcision for over 171 boys and consultations for 122 adults and 94 children. These missions ensure that underserved populations receive medical attention, improving community health standards.

To support the nutritional needs of children, RCH organized a feeding program for the students of Tagbilaran City Central School SPED Center. RCH provides meals to aid the students' growth, development, and academic performance.

Community Outreach

In 2023, RCH conducted an outreach program at Poblacion II Covered Court, benefiting the fire victims of Pob II, Tagbilaran City. This program provided essential support and resources to those affected by the disaster, demonstrating the hospital's commitment to aiding the community during times of crisis.



Environmental Responsibility

RCH organizes a community-driven coastal clean-up program every quarter, reflecting its commitment to environmental responsibility. Located along the shoreline, the hospital takes proactive steps to preserve the environment and promote a healthier ecosystem. These clean-ups help protect marine life and enhance the beauty and health of coastal areas.

Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare Delivery Outcomes	Caesarian Section	124
	Readmission	72 in 72 hours, 135 in 30 days
	Pressure Injury	0
	Fall	0
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	31
	Central-Line Associated Bloodstream Infection (CLASBI)	18
	Catheter Associated Urinary Tract Infection (CAUTI)	42
	Needle Stick Injury (NSI)	7
	Near Miss	0
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	984
	Discharge Turn-Around Time (TAT) mins.	1,247
Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals	Not applicable
	Cases of Dispensing Error and Rate	Not applicable
Undesired Outcomes & Variation	Mortality	Not applicable
	Morbidity	
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	N/A
	Number of complaints addressed	N/A
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	N/A
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	N/A
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	N/A
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	N/A
No. of patients affected by data breaches	N/A	
Employee Diversity		
Total Number of Employees	Male	98
	Female	203

Occupational Health and Safety		2023
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	0
	Number of hours worked	N/A
	Safe man hours	N/A
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of work-related injury	Fracture (60-day recovery)	0
Main Types of work-related ill health	Skin (Allergy, etc.)	0
	Head (Tension/Headache)	0
	Eyes (Conjunctivitis, etc.)	0
	Mouth and ENT (Tonsilio pharyngitis, etc.)	0
	Respiratory (Upper Respiratory Disease, etc.)	0
	Heart and Blood Vessel (Hypertension)	0
	Gastro-Intestinal (Gastritis/Hyperacidity, etc.)	0
	Genito-Urinary (Urinary Tract Infection, etc.)	0
Reproductive (Breast Mass, etc.)	0	
Musculo-Skeletal (Leg and Back Pain, etc.)	0	

LOS BAÑOS DOCTORS HOSPITAL AND MEDICAL CENTER

HC-DY-000.A

Established in 1975 as the first hospital in Los Baños, Laguna, Los Baños Doctors Hospital and Medical Center (LBDH) is an 80-bed, Level 2 hospital serving patients not only from Los Baños but also adjacent areas of Calamba City and the Municipality of Bay.

To further expand its reach, LBDH completed the construction of an eight-story building that added 26 new rooms and 44 additional doctors' clinics in [year].

In 2020, Metro Pacific Health signed an investment agreement with LBDH and its founders to take over the hospital's operations and management. The partnership involved an investment of Php250 million in common and preferred shares, giving MPH a 51-percent equity interest in the enlarged capital of LBDH. The collaboration aims to enhance and expand LBDH's service capabilities, ensuring accessible and quality healthcare for Los Baños and its surrounding communities.



80 bed capacity



Los Baños City, Laguna



Level 2 DOH Hospital



87 Net Promoter Score

LOSBAÑOS DOCTORS HO

CENTER

URGEN

Patient Satisfaction and Care Quality

At Los Baños Doctors Hospital and Medical Center, quality patient care is foundational to our mission. We integrate advanced medical practices and technologies to ensure each patient receives personalized and effective treatment. Our commitment extends beyond immediate health outcomes to encompass sustainable healthcare practices, ensuring our operations support both environmental stewardship and community well-being.

The hospital's facilities are designed to be welcoming and environmentally responsible, embodying our dedication to the health of our patients and the planet. This approach not only enhances the patient experience but also sets a standard for future-oriented healthcare practices. By prioritizing continuous improvement and innovative solutions, we foster a care environment that is safe, responsive, and conducive to healing. Each initiative and protocol at LBDHMC is developed with the utmost consideration for its impact, ensuring that we deliver healthcare that is not only high-quality but also equitable and accessible to our community.

Los Baños Doctors Hospital and Medical Center (LBDH) prioritizes patient privacy and data protection. The hospital adheres to R.A. 10173, the Data Privacy Act of 2012, ensuring that all medical information is safeguarded according to patient preferences.

Employee Engagement

3-3, 404-2

LBDH is committed to fostering a positive and productive work environment through continuous training and development opportunities. These include mandatory training on data security and privacy-related risks and procedures.

In October 2024, the hospital's in-house IT department, in partnership with Metro Pacific Hospitals (MPH), conducted data security training sessions. Selected employees and contractors also attended an IT, Compliance, and HR summit to stay updated on industry standards and practices.

In addition, LBDH has a structured approach to evaluating employee performance. Probationary employees undergo performance reviews in their 3rd and 5th months to confirm their regularization. For regular employees, LBDH conducts an annual performance appraisal to assess their contributions, identify areas for improvement, and plan for their professional development.

2-7, 404-3

4:7 Employee Male-to-Female Ratio

71% Employees receive regular performance and career development reviews

22 Conducted training sessions

Resource Management and Climate Action

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	2,640.96
Water Consumption (m ³)	35
Waste (mt)*	68.75
Emissions (tcO2e)	
Scope 1	0
Scope 2	522.47

* Total Waste in MT includes hazardous, non-hazardous, and medical waste

Affordable and Accessible Treatment

203-1, 413-1

Community Engagement

As an active community partner, LBDH is dedicated to paving the way toward a healthier future for all. Recognizing the importance of well-being, disease prevention, and health awareness, the Hospital's community engagement programs are primarily centered on focused-health initiatives and educational programs. For this reporting year, the following initiatives were conducted:

Blood-Letting Activity: Every September, during our anniversary, we organize a crucial community event: a blood donation drive. This effort not only bolsters the regional blood supply but also brings our community together in a shared mission to save lives, highlighting the importance of collective action and compassion.

2023 Dengue Awareness Day: In response to growing health challenges, we also host targeted awareness events. For example, our Dengue Awareness Day focuses on educating residents about effective mosquito control and recognizing early dengue symptoms, which has significantly helped reduce the disease. This initiative equips our community members to better protect their health and their families against this serious illness.



2023 Diabetes Awareness Day: Similarly, our Diabetes Awareness Day targets individuals at risk of diabetes. We offer vital information on how to manage and prevent the condition through lifestyle adjustments, particularly emphasizing nutritional choices. This program plays a key role in decreasing diabetes rates and enhancing the overall health of our community.

Syensaya First Aid: This is part of a science tourism initiative, where we provide free health assessments to students to encourage early health monitoring and foster a lifelong commitment to preventive healthcare, educating young people about their health and sparking interest in science and medical careers.

Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections & Other healthcare delivery outcome	Caesarian Section	132
	Readmission	26
	Pressure Injury	0
	Fall	2
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	6
	Near Miss	10
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	133.71
	Discharge Turn-Around Time (TAT) mins.	243
	Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals
Cases of Dispensing Error and Rate		0
Undesired Outcomes & Variation	Mortality	0
	Morbidity	
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	N/A
	Number of complaints addressed	16 ¹
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	1,598 ²
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	Number of patients affected by data breaches	0
Employee Diversity		
Total Number of Employees	Male	80
	Female	139

¹ From April to December

² Shared to Municipality of Los Banos, Department of Health, PCSO, DSWD FO IVA, UPLB, Municipality of Bay, PAGCOR, PHIC,

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	5
	Rate of recordable work-related injuries	0
	Number of hours worked	42,048
	Safe man hours	42,048
	Number of high-potential work-related incidents identified (optional)	3
	Number of close calls identified (optional)	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of Work-Related Injury	Muscle strains	6

DR. JESUS C. DELGADO MEMORIAL HOSPITAL

HC-DY-000.A

Championing mother care since 1948, Dr. Jesus C. Delgado Memorial Hospital (JDMH) was founded by Dr. Jesus C. Delgado and Carmen Bayot-Delgado with a vision to enhance its community's quality of life through excellent maternity care.

Starting as a humble clinic, JDMH quickly established itself as a pioneer in advanced maternity care, introducing one of the region's first neonatology units and transforming into a full-fledged Level 2 General Hospital.

When the hospital joined the Metro Pacific Health (MPH) network in 2017, it further modernized its facilities and enhanced patient care and community services. The partnership brought a revitalized, comfortable environment and cutting-edge medical technology.

Celebrating over 75 years of service, JDMH plans to expand even further with an eight-story building to accommodate more patients and services. As part of the MPH group, JDMH remains dedicated to providing affordable, high-quality healthcare, continuously growing while staying true to its mission.



65 bed capacity



Quezon City



Level 2 DOH Hospital



89 Net Promoter Score

Patient Satisfaction and Care Quality



JDMH prioritizes personalized service and modern technology, ensuring exemplary patient experiences through the dedication of competent healthcare professionals. Their approach focuses on comprehensive care, patient safety, and continuous improvement.

For instance, JDMH's maternity packages are tailored to meet individual patient needs, offering both all-inclusive and customizable options based on patient discussions with their obstetricians.

The hospital integrates advanced diagnostic tools in its services to provide accurate and timely results, enhancing overall patient care. Notably, the diverse range of specialties offered by experienced doctors ensures comprehensive and specialized care for patients, covering not only OB-GYN but also pediatrics and internal medicine.

As a result, the hospital achieved high patient satisfaction scores and improved health outcomes.

The hospital is registered with the National Privacy Commission. It actively promotes data protection through informational postings in every department, various areas inside the hospital, and on the social media sites of JDMH. This approach ensures that employees are continually reminded of the importance of data privacy and security. As a result, JDMH achieved zero instances of patient privacy complaints and data breaches.

Employee Engagement

3-3, 404-2

JDMH ensures that its staff remains motivated, competent, and committed to providing high-quality care to patients. The hospital's training and development programs enhance the skills necessary for providing excellent patient care and improve patient satisfaction. They also ensure their staff has the capacity to address all emergencies and patient concerns while communicating effectively and courteously with patients and their families.

In 2023, the hospital offered its medical and administrative personnel the following training programs: Patient Experience Training, Customer Service and Telephone Etiquette Training, and Basic Life Support Training. In addition, JDMH offered a preceptorship program for nurses to support newly licensed nurses or those transitioning to new clinical areas.



2-7, 404-3



The hospital conducts an Annual Performance Evaluation Rating every January. This comprehensive evaluation process assesses the performance of all employees, ensuring that they meet the hospital's standards and identifying areas for improvement and professional development.

JDMH values employee feedback and actively engages with staff to understand their needs and concerns. Regular surveys and feedback sessions are conducted to ensure that the hospital can address any issues promptly and effectively, fostering a positive and supportive work environment.

Resource Management and Climate Action ³⁻³

Energy Management

Over the past three years, JDMH has significantly invested in energy management to improve efficiency and reduce operational costs. One major initiative involves replacing conventional air conditioning units with energy-efficient inverter-type units. The hospital has also replaced conventional lighting with LED lighting fixtures. JDMH is also investing in renewable energy sources through a solar panel project that will be implemented in phases.



Emissions Management

JDMH benefits from extensive tree coverage on its premises, which helps neutralize pollutants. While there are no specific targets for carbon neutrality yet, the hospital plans to introduce initiatives to reduce emissions and maintain air quality.

Water Management

Water is a crucial resource for JDMH, especially in critical areas like the emergency, operating, and labor rooms. Additionally, hospital personnel, visitors, and patients consume approximately 2 to 3 liters of water per person per day for drinking, washing, and toilet use.

JDMH has made several investments in water and wastewater management in the past three years. These include the installation of water filters to provide safe drinking water, placing water dispensers throughout the hospital, and conducting annual desludging of septic tanks. Furthermore, the hospital engages in bioaugmentation and manual cleaning to reduce pollutants in wastewater before its release into the public sewer system.

JDMH uses water from catch basins for gardening and perimeter cleaning to manage and reduce water consumption. It also regularly conducts leak mapping, plumbing modifications, and places signages to promote water conservation.

JDMH aims to establish and enforce water quality management standards in compliance with the Department of Environment and Natural Resources (DENR) and the Laguna Lake Development Authority (LLDA) regulations. Enhancements to treatment facilities, such as sewage treatment plants, are carried out through partnerships with accredited water treatment service providers.



Waste Management

JDMH has implemented a comprehensive waste management system that actively monitors waste streams, tracks daily waste generation, and assesses consumption patterns. The hospital also evaluates existing policies to foster departmental engagement and promote waste reduction strategies across the organization.

The hospital strictly follows proper handling, treatment, and disposal of medical waste. Initiatives include waste segregation, recycling, and disposal practices aimed at minimizing the environmental impact of healthcare operations.

JDMH ensures the proper disposal of generated waste by maintaining compliance with DENR standards. This includes regular updates to transportation permits and certifications for daily medical and hazardous waste collection. The hospital employs the services of two accredited infectious waste haulers to achieve its goal of zero waste.

JDMH has a documented policy for managing hazardous waste, which includes comprehensive waste management training for its pollution control officer and haulers. This ensures that all hazardous chemicals are handled and disposed of safely, adhering to regulatory standards.

302-1, 303-5, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	785,680.44
Water Consumption (m ³)	18,232.44
Waste (mt)*	75.30
Emissions (tcO2e)	
Scope 1	1.40
Scope 2	800.41

* Total Waste in MT includes hazardous, non-hazardous, and medical waste

Affordable and Accessible Treatment 3-3, 203-1, 413-1

JDMH has been running a decades-old CSR program fully integrated into its core operations. Called "Pusong Delgado," this CSR program benefits the hospital's immediate community, comprising the 13 barangays within the immediate vicinity of the hospital, reaching over thousands of residents.

The program offers a standard professional fee of P500 for consulting with JDMH's participating specialists. This rate is about 40% to 50% lower than the usual doctor consultation fees in other leading hospitals in the city. In addition, the program offers a 10% discount on Laboratory, Emergency Room, X-ray, and General Ultrasound services and a 5% discount on room accommodation for all 18 to 59-year-old residents of the said 13 barangays.

Parents of pediatric patients can avail of the abovementioned discounts for their children by presenting their valid government-issued ID and their child's school ID or a copy of their birth certificate. Meanwhile, senior citizens and PWDs may avail of the promotional discount or the privilege discount provided in the Expanded Senior Citizens Act of 2010, whichever is higher.



Medical Mission Beneficiaries



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections & Other healthcare delivery outcome	Caesarian Section	536
	Readmission	145
	Pressure Injury	0
	Fall	7
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	7
	Near Miss	1
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	107
	Discharge Turn-Around Time (TAT) mins.	218
Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals	12
	Cases of Dispensing Error and Rate	3-5 in a year ¹
Undesired Outcomes & Variation		0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
Number of patients affected by data breaches		
Employee Diversity		
Total Number of Employees	Male	65
	Female	212

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	5
	Rate of recordable work-related injuries	0.01%
	Number of hours worked	N/A
	Safe man hours	N/A
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified (optional)	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of Work-Related Injury	Needle Pricks	5
Main Types of Work-Related Ill Health	Work-related cancer	0
	Skin diseases	0
	Occupational Asthma	0

¹ Error was resolved within minutes of dispersing, did not reach the patient

HOWARD HUBBARD MEMORIAL HOSPITAL

HC-DY-000.A

Howard Hubbard Memorial Hospital (HHMH) is a 68-bed facility located in Polomolok, South Cotabato, serving thousands of residents and Dole Philippines, Inc. employees for decades since 1967.

In October 2022, a business transfer agreement led to MPH acquiring HHMH from Dole Philippines. This acquisition marks the hospital's integration into the MPH network, making it the twentieth MPH hospital and the fifth in Mindanao, alongside St. Elizabeth Hospital (SEHI), Davao Doctors Hospital, Manuel J. Santos Hospital, and West Metro Medical Center.

Now majority-owned by MPH (67%) and SEHI (33%), under the new management of MPH subsidiary Metro Matutum Hospital, Inc., HHMH is set for significant improvement and expansion. MPH's investment represents a major commitment to enhancing healthcare access in South Cotabato and nearby underserved areas in Mindanao.



68 bed capacity



Polomolok, South Cotabato



Tertiary hospital



53 Net Promoter Score

Patient Satisfaction and Care Quality

HMMH takes pride in offering exceptional healthcare services to its patients.

In September 2023, the hospital conducted a Patient Experience Training program for all staff to elevate the quality of care and service HMMH provides. It was not just another training session but a pivotal step in ensuring that the hospital continues to fulfill its mission of delivering exceptional care that embodies both curing and caring.

Recently, in March 2024, the hospital celebrated the grand opening of the Howard Hubbard Memorial Hospital's Outpatient Care Center (OCC). This groundbreaking facility is a testament to HMMH's commitment to redefining healthcare accessibility in Polomolok and its neighboring provinces. The OCC is a comprehensive one-stop shop

for all outpatient needs, offering various services, including laboratory, imaging, ultrasound, consultation, ECG, dental care, and pharmaceutical services.

The OCC has over 70 specialized doctors to meet all outpatient needs. The OCC brings it all together under one roof, from the welcoming reception area to the cutting-edge diagnostic and treatment rooms.

In addition, the hospital's pharmacy has become a trusted source of safe and efficient medications in South Cotabato. The pharmacy rigorously screens all medicines for safety and efficacy. It also offers free delivery to nearby areas.

The hospital achieved a Net Promoter Score of 53 for this reporting year.



Employee Engagement

3-3, 404-2

HMMH fosters a supportive and thriving workplace by implementing various strategies and initiatives that enhance employee engagement and professional growth.

Training and Development Targets

HMMH aims to address and bridge competency gaps identified through a comprehensive Training Needs Analysis (TNA). By systematically assessing the skills and competencies required across different roles, the hospital ensures that its training programs are targeted and effective.

Data Security and Privacy Training

Recognizing the critical importance of data security and privacy in the healthcare sector, HMMH offers specialized training for employees and contractors. Their training programs cover risk management, privacy procedures, and best practices for safeguarding patient information.

Performance Evaluation

HMMH ensures continuous improvement and accountability by evaluating employee performance using a structured Performance Evaluation system complemented by the Balance Scorecard approach. The hospital's evaluation framework provides a balanced view of employee contributions, aligning individual performance with the hospital's strategic objectives. It also facilitates constructive feedback and career development toward a culture of excellence and continuous learning.

2-7, 404-2, 404-3



Resource Management and Climate Action ³⁻³

The hospital has implemented the following measures to reduce and control its energy consumption:

- 1. Energy Saving Habits:** A program encouraging energy-saving habits among hospital staff.
- 2. Inverter Type ACs:** Switching to inverter-type air conditioning units for newly purchased ACs.
- 3. LED Lighting:** Replacing regular bulbs with LED lights to improve energy efficiency.

The hospital is considering investing in renewable energy solutions. Specifically, there are plans to replace all perimeter lights with solar-powered street lights.



Recognizing that water usage is critical to the hospital's day-to-day operations, affecting patient care, facility maintenance, emergency preparedness, and sustainability efforts, the hospital has implemented various strategies to manage and reduce water consumption, including water-efficient fixtures, leak detection and repair programs, awareness campaigns, and green building design, which promote efficient water use.

The primary operations within the hospital that contribute to high water consumption include cleaning and sterilizing hospital linens; watering and maintaining the hospital gardens and vegetation; and water use for patient care, sanitation, and other domestic purposes.

Furthermore, the hospital ensures proper disposal of generated waste through intensive monitoring as the EMB mandates. It has secured Memorandums of Agreement (MOA) with accredited third-party garbage collectors to ensure adherence to waste management standards.

The hospital has a documented policy for managing hazardous chemicals, including disposal practices. It engages accredited waste managers to ensure proper handling and disposal of hazardous materials.

302-1, 303-3, 305-1, 305-2, 306-3, HC-DY-130a.1, HC-DY-150a.1, HC-DY-150a.2

RESOURCE MANAGEMENT	
Energy (GJ)	441.45
Water Withdrawn (m ³)	30,676
Waste (mt)*	18.03
Emissions (tcO2e)	
Scope 1	15.40
Scope 2	39.94

* Total Waste in MT includes hazardous, non-hazardous, and medical waste

Affordable and Accessible Treatment 3-3, 203-1, 413-1

Howard Hubbard Memorial Hospital (HHMH) is deeply committed to the health and well-being of its community. Through various initiatives and partnerships, HHMH has made significant strides in ensuring accessible and quality healthcare.

Community Engagements

Partnership with Local Government and Health Office

On August 17, 2023, HHMH, the Local Government of Polomolok, and the Municipal Health Office partnered to enhance healthcare services in the community. This collaboration underscores our commitment to providing quality healthcare and fostering solid relationships with local authorities to address the health needs of Polomolok residents.

Nursing Scholarship Program

In August 2023, HHMH launched the Enrolment to Employee Program (E2E), a nursing scholarship initiative. This program supports aspiring nursing students passionate about healthcare and committed to making a positive impact. The scholarship offers financial assistance, mentorship, and valuable insights from seasoned healthcare professionals. Currently, we have fifteen student-nurse scholars from Sultan Kudarat State University and Notre Dame of Tacurong College.

Eid'l Fit'r Celebration with Free Services

In a spirit of community and compassion, HHMH celebrated Eid'l Fit'r by offering free medical consultations and hot meals to over 100 individuals at Purok Bagong Silang Citizen Village, Barangay Poblacion, Polomolok. This initiative, highlighted by the gratitude expressed by Ustadz Basit Maguisulan, exemplifies our dedication to embracing cultural celebrations and supporting community well-being.

Contribution to "Brigada Eskwela"

As part of HHMH's community welfare commitment, the hospital contributed a generous supply of vitamins to the Tibud sa Katibawasan Cooperative for their annual "Brigada Eskwela" program. This initiative aims to support students' health and academic success by providing essential nutritional supplements to growing children, ensuring they maintain optimal health and immunity.

Regular Medical Missions

HHMH regularly conducts medical missions to address healthcare needs and promote community well-being. Notable missions in 2023 include:

- Barangay Cannery: Free consultations were provided by HHMH's dedicated medical team and volunteers.
- April 27, 2023, Polomolok: A comprehensive medical mission offering free consultations and medicines to provide preventive care and health education.

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Medical Mission Beneficiaries



Industry-specific ESG Indicators

3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2023
Hospital Acquired Infections and other Healthcare delivery outcomes	Caesarian Section	20
	Readmission	7
	Pressure Injury	0
	Fall	0
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	7
	Near Miss	No established monitoring in place yet
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	72
	Discharge Turn-Around Time (TAT) mins.	259
Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals	
	Cases of Dispensing Error and Rate	
Undesired Outcomes & Variation		0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	Number of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	Number of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
Number of patients affected by data breaches		
Employee Diversity		
Total Number of Employees	Male	56
	Female	149

Occupational Health and Safety		2023
Work-Related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	1
	Number of hours worked	1,000,000
	Safe man hours	0
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
Work-Related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0
Main Types of Work-Related Injury	Bruises	1
	Needle pricks	1

GRI Content Index

Statement of use	MPH Inc. has reported the information cited in this GRI content index for the period January 1, 2023 to December 31, 2023 with reference to the GRI Standards
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GRI 1 used	GRI 1: Foundation 2021
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General Disclosures			
GRI STANDARD	DISCLOSURE	LOCATION	OMISSION
GRI 2: General Disclosures 2021	The Organization and its Reporting Practices		
	2-1	Organizational details	4, 24-25, 26
	2-2	Entities included in the organization's sustainability reporting	32-33
	2-3	Reporting period, frequency and contact point	4
	2-4	Restatements of information	No restatements
	2-5	External assurance	The report has not gone external assurance
	Activities and workers		
	2-6	Activities, value chain and other business relationships	4, 22-23, 26, 47
	2-7	Employees	18, 40, 50, 60
	2-8	Workers who are not employees	20-21
	Governance		
	2-9	Governance structure and composition	29
	2-12	Role of the highest governance body in overseeing the management of impacts	29
	2-13	Delegation of responsibility for managing impacts	29
	2-14	Role of the highest governance body in sustainability reporting	28
	2-21	Annual total compensation ratio	confidential
	Strategy, policies and practices		
	2-22	Statement on sustainable development strategy	6, 8, 10, and 28
	2-23	Policy commitments	18-19, 47, 57
	2-24	Embedding policy commitments	38
	2-25	Processes to remediate negative impacts	24-25, 26
	2-26	Mechanisms for seeking advice and raising concerns	57
	2-27	Compliance with laws and regulations	not applicable
	2-28	Membership associations	20
	Stakeholder engagement		
Material topics			
GRI 3: Material Topics 202	3-1	Process to determine material topics	25
	3-2	List of material topics	26

TOPIC SPECIFIC DISCLOSURES			
GRI STANDARD	DISCLOSURE	LOCATION	OMISSION
Economic performance			
GRI 3: Material Topics 2021	3-3	Management of material topics	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	18-19
	201-4	Financial assistance received from government	not available
Tax			
GRI 3: Material Topics 2021	3-3	Management of material topics	66
GRI 207: Tax 2019	207-1	Approach to tax	66
	207-2	Tax governance, control, and risk management	66
	207-4	Country-by-country reporting	not available
Responsible Supply Chain & Procurement Practices			
GRI 3: Material Topics 2021	3-3	Management of material topics	67
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	67
	308-2	Negative environmental impacts in the supply chain and actions taken	no data
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	67
	414-2	Negative social impacts in the supply chain and actions taken	no data
Customer Satisfaction			
Data Protection and Cyber Security			
GRI 3: Material Topics 2021	3-3	Management of material topics	40
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	40, 50, 60
Employment			
GRI 3: Material Topics 2021	3-3	Management of material topics	35-36, 45, 55-56, 65-66, 75, 91, 98, 107, 115, 123, 131, 139, 147, 154-155, 162-163, 170, 176-178, 185
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	18
	405-2	Ratio of basic salary and remuneration of women to men	confidential
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	18, 65, 154
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	36, 45, 65
	401-3	Parental leave	no data

Training and education				
GRI 3: Material Topics 2021	3-3	Management of material topics	36, 45, 65, 75, 91, 98, 107, 115, 123, 131, 139, 155, 169, 177, 185	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	not available	
	404-2	Programs for upgrading employee skills and transition assistance programs	36, 45, 65, 75, 115, 123, 130, 139, 147, 154, 170, 176, 185	
	404-3	Percentage of employees receiving regular performance and career development reviews	36, 45, 65, 75, 91, 98, 107, 115, 123, 131, 139, 155, 169, 177, 185	
GRI STANDARD	DISCLOSURE	LOCATION	OMISSION	
Well-being				
Occupational Health and Safety				
GRI 3: Material Topics 2021	3-3	Management of material topics	65, 130	
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	66	
	403-9	Work-related injuries	40, 50, 60, 70, 78, 86, 94, 102, 110, 118, 126, 134, 142, 150, 158, 166, 172, 180, 188	
	403-10	Work-related ill health	40, 50, 60, 70, 78, 86, 94, 102, 110, 118, 126, 134, 142, 150, 158, 166, 172, 180, 189	
Community				
GRI 3: Material Topics 2021	3-3	Management of material topics	39, 49, 59, 69, 76-77, 85, 100-101, 109, 117, 141, 149, 157, 163-164, 179, 187	
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	18, (please see pages for each hospital disclosure: 39, 49, 59, 69, 76-77, 85, 93 100-101, 109, 117, 132-133, 141, 149, 157, 163-164, 171, 179, 187)	
	203-2	Significant indirect economic impacts	18, 30	
GRI 3: Material Topics 2021	3-3	Management of material topics	39, 49, 59, 69, 76-77, 85, 93 100-101, 109, 117, 132-133, 141, 149, 157, 163-164, 171, 179, 187	
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	39, 49, 59, 69, 76-77, 85, 93 100-101, 109, 117, 132-133, 141, 149, 157, 163-164, 171, 179, 187	
Energy				
GRI 3: Material Topics 2021	3-3	Management of material topics	please see pages for each hospital disclosure: 38, 48, 58, 68, 76, 85, 92, 99, 108, 115, 124, 131, 140, 148, 156, 163, 170, 178, 186	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	18, (please see pages for each hospital disclosure: 38, 48, 58, 68, 76, 85, 92, 99, 115, 124, 131, 140, 148, 156, 163, 170, 178, 186)	

GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	18, (please see pages for each hospital disclosure: 38, 48, 58, 68, 76, 85, 92, 99, 108, 115, 124, 131, 140, 148, 156, 163, 170, 178, 186)	
	305-2	Energy indirect (Scope 2) GHG emissions	18, (please see pages for each hospital disclosure: 38, 48, 58, 68, 76, 85, 92, 99, 108, 115, 124, 131, 140, 148, 156, 163, 170, 178, 186)	
Water Use				
GRI 3: Material Topics 2021	3-3	Management of material topics	38, 48, 58, 68, 76, 85, 92, 99, 108, 116, 124, 131, 140, 148, 156, 163, 170, 178, 186	
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	48, 58, 84, 92, 99, 108, 116, 124, 131, 140, 148, 177-178, 186	
	303-2	Management of water discharge-related impacts	48, 58, 84, 92, 99, 108, 116, 124, 131, 140, 148, 177-178, 186	
	303-3	Water withdrawal	18, (please see pages for each hospital disclosure: 38, 68, 85, 99, 148, 186)	
	303-5	Water consumption	18, (please see pages for each hospital disclosure: 48, 58, 76, 92, 108, 116, 124, 140, 156, 163, 170, 178)	
Waste Management				
GRI 3: Material Topics 2021	3-3	Management of material topics	85	
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	48, 85	
	306-2	Management of significant waste-related impacts	48	
	306-3	Waste generated	18, (please see pages for each hospital disclosure: 38, 40, 48, 58, 76, 85, 92, 99, 108, 115, 140, 156, 163, 170, 178)	
Ethical Business Practices				
GRI 3: Material Topics 2021	3-3	Management of material topics	38, 46-47, 67, 115	
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	management approach	
	205-2	Communication and training about anti-corruption policies and procedures	38, 47, 67	
	205-3	Confirmed incidents of corruption and actions taken	0	
GRI 3: Material Topics 2021	3-3	Management of material topics	38	
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	38, 47	



TOPIC	ACCOUNTING METRIC	CODE	LOCATION
ENVIRONMENT			
Energy Management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	HC-DY-130a.1	18, 38, 48, 58, 85
Waste Management	Total amount of medical waste, percentage (a) incinerated, (b) recycled or treated, and (c) landfilled	HC-DY-150a.1	18, 38, 85
	Total amount of: (1) hazardous and (2) nonhazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated, and (c) landfilled	HC-DY-150a.2	18, 38, 48, 58, 85
Climate Change Impacts on Human Health & Infrastructure	Description of policies and practices to address: (1) the physical risks due to an increased frequency and intensity of extreme weather events and (2) changes in the morbidity and mortality rates of illnesses and diseases, associated with climate change	HC-DY-450a.1	Policy on Continuing operations during adverse weather conditions (PL-HRD-062) (AHI)
	Percentage of health care facilities that comply with the Centers for Medicare and Medicaid Services (CMS) Emergency Preparedness Rule	HC-DY-450a.2	100% DDH
SOCIAL			
Patient Privacy & Electronic Health Records	Percentage of patient records that are Electronic Health Records (EHR) that meet "meaningful use" requirements	HC-DY-230a.1	
	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	HC-DY-230a.2	
	(1) Number of data breaches, (2) percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) number of customers affected in each category, (a) PII only and (b) PHI	HC-DY-230a.3	40, 50, 60
	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	HC-DY-230a.4	Not applicable
Access for Low Income Patients	Discussion of strategy to manage the mix of patient insurance status	HC-DY-240a.1	
	Amount of Medicare Disproportionate Share Hospital (DSH) adjustment payments received	HC-DY-240a.2	Not applicable. We do not have Disproportionate Share Hospital (DSH) in the Phils. - MMC
Quality of Care & Patient Satisfaction	Average Hospital Value-Based Purchasing Total Performance Score and domain score, across all facilities	HC-DY-250a.1	
	Number of Serious Reportable Events (SREs) as defined by the National Quality Forum (NQF)	HC-DY-250a.2	
	Hospital-Acquired Condition (HAC) Score per hospital	HC-DY-250a.3	40, 50, 60
	Excess readmission ratio per hospital	HC-DY-250a.4	40, 50, 60
	Magnitude of readmissions payment adjustment as part of the Hospital Readmissions Reduction Program (HRRP)	HC-DY-250a.5	40, 50, 60

Management of Controlled Substance	Description of policies and practices to manage the number of prescriptions issued for controlled substances	HC-DY-260a.1	
	Percentage of controlled substance prescriptions written for which a prescription drug monitoring program (PDMP) database was queried	HC-DY-260a.2	40, 50, 60
Employee Health & Safety	(1) Total recordable incident rate (TRIR) and (2) days away, restricted, or transferred (DART) rate	HC-DY-320a.1	
Employee Recruitment, Development & Retention	(1) Voluntary and (2) involuntary turnover rate for: (a) physicians, (b) non-physician health care practitioners, and (c) all other employees	HC-DY-330a.1	
	Description of talent recruitment and retention efforts for health care practitioners	HC-DY-330a.2	14-17
ORGANIZATION			
Pricing & Billing Transparency	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	HC-DY-270a.1	
	Discussion of how pricing information for services is made publicly available	HC-DY-270a.2	
	Number of the entity's 25 most common services for which pricing information is publicly available, percentage of total services performed (by volume) that these represent	HC-DY-270a.3	Not applicable
Fraud & Unnecessary Procedures	Total amount of monetary losses as a result of legal proceedings associated with Medicare and Medicaid fraud under the False Claims Act	HC-DY-510a.1	Not applicable

ACTIVITY METRIC	CODE	LOCATION
Number of (1) facilities and (2) beds, by type	HC-DY-000.A	18, 22-23, 32, 42, 52, 63, 72, 80, 88, 96, 105, 112, 120, 128, 137, 145, 153, 160, 169,174, 183
Number of (1) inpatient admissions and (2) outpatient visits	HC-DY-000.B	13



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE