



HOSPITAL ENTERPRISE

SCORECARD

IMPACT

BETTER AND EQUITABLE HEALTH OUTCOMES

MEASUREMENT

Decreased Hospital Acquired Infection Rate

BASELINE (2025)	2026	2027	2028	2029	2030
0.87% (Decrease 0.01 Annually)	0.86%	0.85%	0.84%	0.83%	0.82%

MEASUREMENT

Decreased Net Death Rate

BASELINE (2025)	2026	2027	2028	2029	2030
5.41%	4.50%	4%	3.50%	3%	2.5%

IMPACT

BETTER AND EQUITABLE HEALTH OUTCOMES

MEASUREMENT

Zero Balance Billing (ZBB)

BASELINE (2025)

100%

2026

100%

2027

100%

2028

100%

2029

100%

2030

100%

IMPACT

RESPONSIVE HEALTH SYSTEMS

MEASUREMENT

Percentage of E.R. Patients with <6 hours Disposition Turnaround Time

BASELINE (2025)

97.60%

2026

96%

2027

97%

2028

98%

2029

99%

2030

99%

MEASUREMENT

Percentage of Patients with <6 hours Discharge Process Turnaround Time

BASELINE (2025)

85.26%

2026

95%

2027

96%

2028

97%

2029

98%

2030

99%

IMPACT

RESPONSIVE HEALTH SYSTEMS

MEASUREMENT

Average Length of Stay

BASELINE (2025)

8 Days

2026

7 Days

2027

6 Days

2028

6 Days

2029

5 Days

2030

5 Days

MEASUREMENT

Increased Patient Satisfaction Rate

BASELINE (2025)

99.66%

2026

95%

2027

96%

2028

97%

2029

98%

2030

99%

IMPACT

RESPONSIVE HEALTH SYSTEMS

MEASUREMENT

Decreased OPD Waiting Time (Triage-to-Doctor)

BASELINE (2025)

151 Mins

Based on Actual Waiting Time

2026

140 Mins

2027

120 Mins

2028

100 Mins

2029

80 Mins

2030

45 Mins

MEASUREMENT

Decreased E.D. Waiting Time (Triage-to-Doctor)

BASELINE (2025)

30 Mins

Based on Actual Waiting Time

2026

20 Mins

2027

15 Mins

2028

10 Mins

2029

5 Mins

2030

5 Mins

IMPACT

IMPROVED FINANCIAL RISK PROTECTION

MEASUREMENT

Number of Accreditation, Contracting, and Implementation of all New PhilHealth Packages and Programs

BASELINE (2025)	2026	2027	2028	2029	2030
3 Z-Packages	2	2	2	2	2

MEASUREMENT

Decreased in PhilHealth Claims Denied or Returned

BASELINE (2025)	2026	2027	2028	2029	2030
P108, 222,625.72 Total RTH & Denied	5% DECREASE	5% DECREASE	10% DECREASE	10% DECREASE	20% DECREASE

STRATEGIC POSITION

CVMC AS A 1,000-BED GLOBALLY RECOGNIZED APEX HOSPITAL WITH 15 FULLY FUNCTIONAL SPECIALTY CENTERS, OFFERING FELLOWSHIP TRAINING PROGRAMS, SERVING NEARBY PROVINCES AND REGIONS.

MEASUREMENT

Number of Authorized Bed Capacity by RLED

BASELINE (2025)	2026	2027	2028	2029	2030
700	700	800	875	925	1,000

STRATEGIC POSITION

MEASUREMENT

Number of Functional Specialty Centers based on the Resource Stratified Framework

BASELINE (2025)

6

Centers

- Center for Mental Health
- Cancer Center
- Lung Center
- Neonatal Center
- Infectious Disease & Tropical Medicine Center (IDTM)
- Orthopedic Center

2026

3

Centers

- Eye Center
- Trauma Center
- Brain & Spine Center

2027

3

Centers

- Renal Care & Transplant Center
- Physical Rehab. Medicine Center
- Geriatrics Center

2028

1

Center

- Ear, Nose & Throat (ENT) Center

2029

1

Center

- Cardiovascular Center

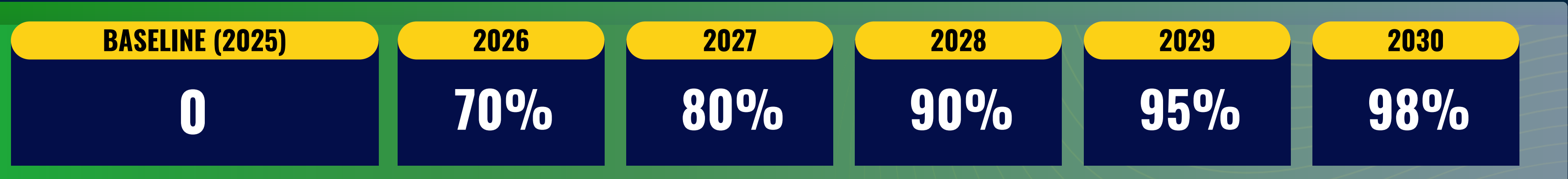
2030

CORE PROCESS

DELIVER HIGHLY SPECIALIZED EVIDENCE-BASED PATIENT CARE

MEASUREMENT

Percentage of Adherence to Clinical Practice Guidelines



CORE PROCESS

DELIVER HIGHLY SPECIALIZED EVIDENCE-BASED PATIENT CARE

MEASUREMENT

Percentage of Compliance to Structured Nursing Patient-Care Protocol

BASELINE (2025)	2026	2027	2028	2029	2030
1	70%	80%	90%	95%	98%

MEASUREMENT

Number of Established Multi-Disciplinary Care Team

BASELINE (2025)	2026	2027	2028	2029	2030
0	1	1	2	2	1

CORE PROCESS

DELIVER HIGHLY SPECIALIZED EVIDENCE-BASED PATIENT CARE

MEASUREMENT

Decreased Number of Medication Error

BASELINE (2025)	2026	2027	2028	2029	2030
12	8	6	4	2	0

MEASUREMENT

Decreased Number of Bed Sores

BASELINE (2025)	2026	2027	2028	2029	2030
21	15	12	9	6	0

CORE PROCESS

DELIVER HIGHLY SPECIALIZED EVIDENCE-BASED PATIENT CARE

MEASUREMENT

Decreased Surgical Site Infection Rate

BASELINE (2025)	2026	2027	2028	2029	2030
1.05%	1%	1%	1%	0	0

MEASUREMENT

Decreased Number of Incidence Fall

BASELINE (2025)	2026	2027	2028	2029	2030
13	7	5	3	0	0

CORE PROCESS

DEVELOP HOMEGROWN SUB-SPECIALISTS WHILE ELEVATING TRAINING PROGRAMS TO GLOBAL STANDARDS

MEASUREMENT

Number of Fellowship Training Program Created

BASELINE (2025)

0

2026

1

Minimally Invasive Surgery

2027

1

Fully Accredited MIS

2028

1

Neurology

2029

4

Urology, Nephrology, Pulmonology, OB-Gyne

2030

1

Anesthesiology

MEASUREMENT

Number of Accredited Nursing Specialty Training Program

BASELINE (2025)

0

2026

1

Mental Health

2027

2

Critical Care, Oncology

2028

1

ER/ Trauma

2029

2

Pulmonary, Dialysis

2030

1

Cardiovascular

CORE PROCESS

SUSTAIN HIGH IMPACT, INNOVATION-DRIVEN RESEARCH CULTURE

MEASUREMENT

Number of Research Presented

BASELINE (2025)

14

2026

16

2027

18

2028

20

2029

22

2030

24

MEASUREMENT

Number of Research Outputs Translated into Hospital Policies

BASELINE (2025)

0

2026

1

2027

1

2028

1

2029

2

2030

2

CORE PROCESS

STRENGTHEN UHC COMPLIANCE TO DELIVER EFFICIENT, EQUITABLE, AND OUT-DRIVEN CARE

MEASUREMENT

Number of Integrated Municipalities to the E-Referral System

BASELINE (2025)

0

2026

1

Ballesteros

2027

5

Metro Tuguegarao,
Solana, Enrile,
Peñablanca, Iguig

2028

28

Full Implementation
-All Municipalities
(Cagayan)

Preparation for the
Provinces of:

- Kalinga
- Apayao
- Isabela

2029

Implementation for
the Provinces of:

- Kalinga
- Apayao
- Isabela

2030

Full Implementation
for the Provinces of:

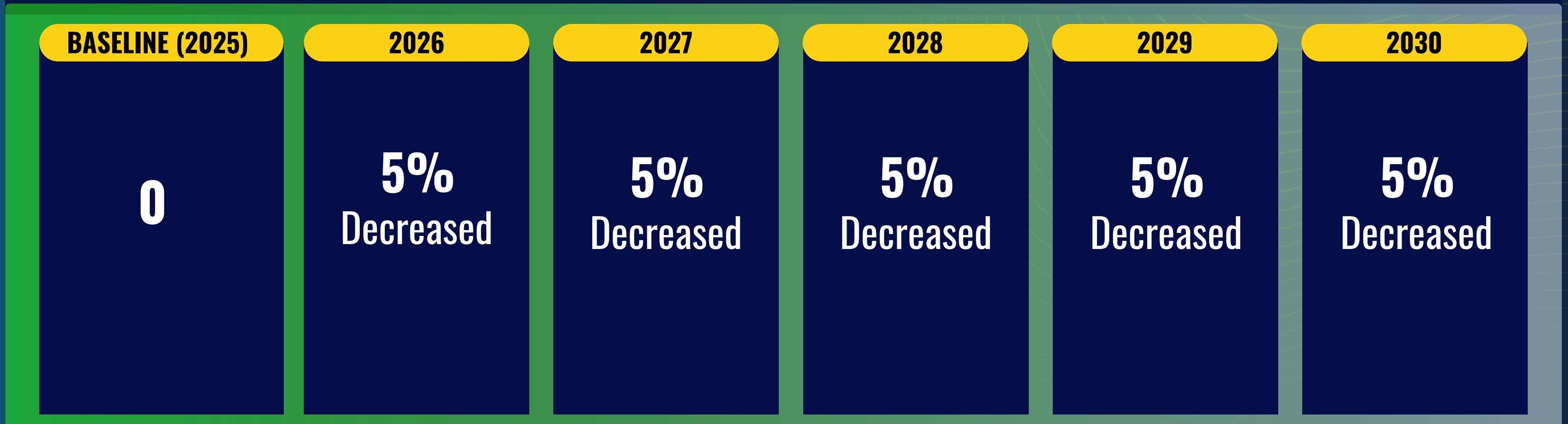
- Kalinga
- Apayao
- Isabela

CORE PROCESS

STRENGTHEN UHC COMPLIANCE TO DELIVER EFFICIENT, EQUITABLE, AND OUT-DRIVEN CARE

MEASUREMENT

Decreased in OPD Primary & Secondary Care Consultations from BUCAS Amulung & Sta. Teresita



SUPPORT PROCESS

INSTITUTIONALIZE A STRATEGIC HUMAN RESOURCE MANAGEMENT SYSTEM

MEASUREMENT

Percentage of Filled Positions for 1,000 Bed Capacity Rate

BASELINE (2025)

94.19%

2026

95%

2027

96%

2028

97%

2029

98%

2030

99%

MEASUREMENT

Percentage of Trainings as Required by the Specialty Centers Rate

BASELINE (2025)

59.26%

2026

65%

2027

75%

2028

85%

2029

95%

2030

100%

SUPPORT PROCESS

INSTITUTIONALIZE A STRATEGIC HUMAN RESOURCE MANAGEMENT SYSTEM

MEASUREMENT

Percentage of Employees with Completed Competency-Based Training Rate

BASELINE (2025)

100%

2026

100%

2027

100%

2028

100%

2029

100%

2030

100%

MEASUREMENT

Percentage of Employees from Satisfactory (S) to Very Satisfactory (VS)

BASELINE (2025)

82.61%

2026

87%

2027

89%

2028

91%

2029

93%

2030

95%

SUPPORT PROCESS

INSTITUTIONALIZE A STRATEGIC HUMAN RESOURCE MANAGEMENT SYSTEM

MEASUREMENT

Percentage of Awards linked to Strategic Contributions Rate

BASELINE (2025)

84.21%

PRAISE: 17 out of 17 Awards

SCORECARD: 15 out of 21 Indicators Met

2026

87%

2027

90%

2028

93%

2029

97%

2030

100%

SUPPORT PROCESS

ADOPT INTERNATIONAL STANDARDS FOR CONTINUOUS QUALITY IMPROVEMENT

MEASUREMENT

Number of International Standards Adopted for Continuous Quality Improvement



SUPPORT PROCESS

ADOPT INTERNATIONAL STANDARDS FOR CONTINUOUS QUALITY IMPROVEMENT

MEASUREMENT

Performance Governance System (PGS)

BASELINE (2025)

COMPLIANCE
Stage 02

2026

Vying for
PROFICIENCY
Stage 03

2027

PROFICIENCY
Stage 03

2028

Vying for
INSTITUTIONALIZATION
Stage 04

2029

INSTITUTIONALIZATION
Stage 04

2030

Vying for
ISLAND OF GOOD GOVERNANCE

SUPPORT PROCESS

ESTABLISH A CLIMATE-RESILIENT STATE-OF-THE-ART HOSPITAL WITH ADVANCED MEDICAL EQUIPMENT, AND EFFICIENT SUPPLY CHAIN MANAGEMENT

MEASUREMENT

Percentage of Accomplishment based on the Hospital Master Site Development Plan

BASELINE (2025)	2026	2027	2028	2029	2030
Construction of the Brain & Spine Center Phase 02 99.17%	Construction of the Brain & Spine Center Phase 03 100%				
Construction of the Trauma, Orthopedics & Spine Building Phase 01 & 02 98.77%	Construction of the Trauma, Orthopedics & Spine Building Phase 03 100% Phase 04 20%	Construction of the Trauma, Orthopedics & Spine Building Phase 04 40%	Construction of the Trauma, Orthopedics & Spine Building Phase 04 100%		
	Construction of the Lung, Heart, and Renal Building Phase 01 30%	Construction of the Lung, Heart, and Renal Building Phase 01 100% Phase 02 30%	Construction of the Lung, Heart, and Renal Building Phase 02 100%		
	Finalization of Master Site Development Plan	Project Phase/ Year	Project Phase/ Year		

SUPPORT PROCESS

ESTABLISH A CLIMATE-RESILIENT STATE-OF-THE-ART HOSPITAL WITH ADVANCED MEDICAL EQUIPMENT, AND EFFICIENT SUPPLY CHAIN MANAGEMENT

MEASUREMENT

Percentage of Completed Procurement based on Annual Procurement Plan (APP)

BASELINE (2025)

0

2026

70%

2027

75%

2028

80%

2029

85%

2030

90%

SUPPORT PROCESS

MEASUREMENT

Percentage of Standard Procurement Compliance

BASELINE (2025)	2026	2027	2028	2029	2030
0	75%	80%	85%	90%	95%

MEASUREMENT

Reduced Turnaround Time from Purchase Order (PO) issuance to Inspection and Acceptance Report (IAR) Processing

BASELINE (2025)	2026	2027	2028	2029	2030
3 ½ Days	2 Days	2 Days	1 ½ Days	1 Day	1 Day

SUPPORT PROCESS

IMPLEMENT A SMART HOSPITAL SYSTEM

MEASUREMENT

Percentage of Digitalization and Interoperability Rate

BASELINE (2025)

47.37%

**9 out of 19
Programs
Implemented**

2026

73.68%

**14 out of 19
Programs
Implemented**

2027

84.21%

**16 out of 19
Programs
Implemented**

2028

89.47%

**17 out of 19
Programs
Implemented**

2029

100%

**All 19
Programs
Implemented**

2030

SUPPORT PROCESS

ENSURE LONG-TERM FINANCIAL VIABILITY THROUGH INNOVATIVE REVENUE STREAMS AND RESPONSIBLE FINANCIAL MANAGEMENT

MEASUREMENT

Increase of Revenue Collection

BASELINE (2025)

109%

P467, 041, 562.63

2026

2027

2028

2029

2030

20%
Increase per Year