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50th Anniversary Edition, 2020

LOOKING AHEAD TO A BRIGHTER 2021:

Invaluable Growth and Innovations



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Infection Prevention and

Control Nurse

As we march towards 2021, we look back at 2020 with the difficulties and uncertainties brought by the pandemic. With our unwavering commitment to our purpose of delivering the right care to our customers, right here at Capitol Medical Center, we persisted. Thank you everyone for all your hard work, for everything you have done this year.

This is a confirmation of the kind of character we all have – from the doctors to the nurses, nursing assistants, med techs, rad techs, maintenance teams, and all other hospital staff. We hurdled the challenges because together we are driven to serve and care, especially at this time that our countrymen needed it the most. We will build on this legacy, as we move into the future, guided by our values of teamwork, excellence, and genuine concern for all our stakeholders.

Consistent with this, we continue to accelerate building our capacities and capabilities – upgrading our services and facilities – to reinforce our foundation towards our thrust of total quality healthcare services. Thus, we look forward to a brighter 2021 in pursuit of invaluable growth. The difficulties of this year provided us with an opportunity to better ourselves at what we do and understand clearer our reason for being. Together we will push ourselves to the next level. This is our responsibility to everyone in the organization.

Have a blessed Christmas, everyone. Let this be a period for personal self-reflection and for recharging ourselves. Let us keep safe and always vigilant. I wish us all a meaningful new year ahead of us.



Mr. Clinton C. Hess

Another year is behind us, but it is certainly unlike any year that Capitol Medical Center has experienced. Late in the 1st quarter of 2020, we were surprised by a Covid pandemic whose pace of spread locally and internationally was incredible, whose extent of impact on our social and economic lives was unthinkable, and whose continuing threat creates anxiety in our day-to-day activities. 2020 was a seemingly overwhelming challenge.

But the thing about challenges is that if we choose to, they show us ways to think differently, ways to be better, sharper, and stronger. This is how Capitol in 2020 became a story of taking on a staggering predicament and turning it into an astounding journey of self-discovery.

Drawing on our 50 solid years of proven tenacity and service commitment, we summoned our inner strength, harnessed our collective talents, focused our resources, and displayed organizational agility to respond to the peculiar needs of our Covid patients.

In the process, we discovered that we could exceed our own expectations. We went beyond what we thought was our capacity and discovered that our concern for our patients, doctors, nurses, and other hospital staff invigorates us to excel.

The new year then, gifts us with these revelations: experiencing the worst of the pandemic gave us proof that our organization has what it takes to truly persevere; that not only are we caring, but also courageous; and that as long as we work as a team – and as a family – we can withstand even the toughest of times.

Cheers to an unstoppable CMC team and the greatest of blessings to each one of us in 2021!



Mr. Rhais M. Gamboa



Message from the
CHAIRMAN



Message from the
PRESIDENT

LOOKING AHEAD TO A BRIGHTER 2021:

Invaluable Growth and Innovations

Despite difficulties brought about the pandemic, CMC remained calm, steadfast and it never ceased to live by its promise: to give the Right Care, Right Here. Today, we are stronger and more resilient fulfilling our mission.

Although the past year's challenges seemed to change the future holds for us, we are striving harder as we push ourselves to seamlessly execute our plans of innovation, to deliver the best and more valuable services our customers could ever experience. As a major "facelift" plan for CMC's facilities has already been started since 2020, which comprises renovation of the Dietary's

ceiling and storage area. The Prefab building has been demolished in preparation for Out-Patient Center which is set to launch this February 2021. This also includes upgrade of patient rooms giving it a modernized look of its current state, as well as the existing elevators.

Together, we will move forward with hope and clasped hands, bringing with us the lessons of the challenges we faced. We will restore our common purpose; that we, at CMC, may continue to fulfill our commitment of total quality healthcare. Let us support our beloved CMC in this endeavor.

UPGRADES & RENOVATIONS

7th Floor C Blessing & Opening

October 2, 2020, 10:30AM - CMC Bldg. 5

Capitol Medical Center celebrates another milestone today as it formally launches one of its newly renovated, the 7th floor C. The floor is ready to accept patients when it opened last October 2, 2020 at CMC Bldg. 5. The blessing was officiated by Fr. Marc Bryan Adona S.S.S. and was graciously attended by the CMC Management – Dr. Ma. Realiza Henson (BOD), Dr. Maximino Elgar (Asst. Medical Director, PS), Dr. Lilia Luna (Medical Director) and Ms. Victoria Lorelie Tan (COO). CMC continue to render Tender Love and Care like Dr. Thelma Navarrete-Clemente has started in CMC.

It is **Right Here** that CMC's expertise & thrust make our patients feel that they are at the right place.



Blessing of New Machineries in the OR

Anesthesia & Euro (Holmium & Thulium) Laser Machine
December 1, 2020 attended by few but meaningful time of the blessing as we are set to the new normal
Dr. Lilia Luna, Dr. Maximino Elgar, Ms. Susan Gaeralan, Ms. Sheree Sabio and some invited guests.



A Tribute to CMC's foundress on its 50th Year

Last October 11, 2020, The CMC community observed the 99th birthday of its foundress, Dr. Thelma Navarrete-Clemente, M.D.M.H.A. Masses in honor of the foundress was held at **St. Paul the Apostle Parish** located at Timog Ave. cor. Mother Ignacia St., Diliman, QC and **Parish of the Hearts of Jesus and Mary** located at Daily Mirror St. cor. Bulletin St., West Triangle, QC.

During her heydays she was a picture of a celebrant beaming with pride and satisfaction. Some of the people whom lives she has touched would recount on how she would touch on the value of hard work and consistently reminding them to practice good manners through the Annual Meetings done every January. Her compassionate treatment to every patient is imbibed in the hearts of the tenured Doctors and Nurses whom she has trained to render **Tender Love** and **Care**.

Indeed, her knowledge, expertise and dedicated service to those around her and all these years have paid off.

PROGRAMS AND CAMPAIGNS

Cusinang Capitol: Food Festival

Serving up a feast of flavors from your CMC family
October 12, 2020 from 7AM to 7PM at the CMC Cafeteria

Cusinang Capitol is an innovative project initiated by the Operations Department to provide feast of flavors and promote healthy eating to CMC community. Serving up on October 12, 2020 from 7AM to 7PM at the CMC Cafeteria.



HR News and Highlights

By Ms. Venus L. Ong

Assistant Manager, Human Resource (HR)

The Right Care is not only given to external customers but as important as they are, to Capitol Medical Center's internal clients, too. The HRD has been devising various managing Employee Recognition Programs. They have distributed Commendation Packages to employees / doctors who have been commended by patients for showing the "Capitol brand" of care. Also, they have distributed Care Packages consisting of grocery items, vitamins and toiletry kits to our employees who have tested positive for the virus and were admitted or on home quarantine; and to those affected by typhoon Ulysses. For employee's convenience, an Online Google Form for filing timekeeping adjustments was created. There is the Kamusta Calls initiative, a simple way to reach out to every employee to know how they are coping during these tough times. The HRPeopleDesk was launched for employees' inquiries and for the management to know how they can be of help.

UPROOTED: Understanding Root Cause Analysis and How to use this to Solve Problems

By Carmina Dela Cruz

Manager, Continuing Quality Improvement (CQI)

We all know that we are faced with many challenges today. Even students who seek to continue their education has found ways to adjust to this new normal. As such, we, in the professional industry, is no exception to these adjustments.

As a promise to provide continuing learning to Capitol Medical Center's professional individuals, we at Continuing Quality Improvement or CQI, have embraced this new norm by introducing its 1st in-house webinar. It was held online on November 4, 2020 at 10am to 12nn. This webinar discussed about Root Cause Analysis (RCA), a topic that is very useful to the daily quest for improvement. During this one-day webinar, almost 70 participants attended to learn and be refreshed with the different RCA tools. At the end of the event, we have noted some of the advantages of conducting webinars like ease of access, as participants are not required to leave their offices and posts to attend the training; and room availability, as the need to find a large space to accommodate participants is no longer a requirement.

In the coming months, CQI will continue to provide in-house webinars for our hospital staff like Data Privacy protocols in the new normal and other relevant topics.

While we are blind to when we will see this pandemic comes to a close, we become much more resilient. If there is something good that this pandemic taught us, it is to never stop learning and continue to seek improvement; and, CQI will continue to be your partner in this journey.

ICN Updates

Ms. Frances Gia Jalandoni

Infection Prevention and Control Nurse

As news of COVID-19 spread became prevalent, the Capitol Medical Center, Inc. has never ceased providing support to all frontliners responsible for rendering urgent services since the pandemic has begun, keeping it at bay. Recognition of everyone's effort have been consistently given. The CMC's Infection Control Committee has devised a strategy focusing on alleviating mass infection. It is made sure protocols set by the Department of Health (DOH) are being strictly followed and they have been participating in all the department's programs exhibiting best possible solutions. They are consistently communicating with their representative as regards immediate reporting, making sure pertinent data and information are always available.

A triage was established as well as medical tents within the hospital premises to ensure there is enough space to provide the Right Care while preventing possible cross-contamination among patients. We have been continuously treating external patients and healthcare workers since day 1 of the pandemic. As of December 15, 2020, there are a total of 1,462 confirmed COVID-19 cases recorded (1,330 external patients; 132 healthcare workers.) For us to be able to accommodate the inflow of patients. We have converted to Covid area the 4 regular wards and 1 ICU room, giving us 45 additional beds dedicated to handling COVID-19 cases.

In line with the thrust and commitment of CMC to provide the Right Care, we have established adaptable guidelines and programs that we have enabled us to utilize our current diagnostic services. Tele-Medicine was created to allow doctors to assess and monitor their patients through virtual consultation. Strict screening protocols are being followed to keep the hospital safe and secure.

Wellness On Wheels

Wellness-On-Wheels is a developing CMC program that aims to provide Healthcare Management to CMC patients. It is a mobile concierge that provides care in the comfort of your home or office. The mobile health clinic can provide wide range of services to serve the CMC Community. Services include laboratory, ECG, Adult Vaccination, Covid-19 Swab Test (RT-PCR or Rapid Anti-Body Test), Medicines and Drug Testing (Corporate only). Our mission is to provide support, advocacy and health planning to you and your family in times of crisis or confusion in this time of pandemic.

Our highly-skilled and experienced healthcare team goes the extra mile with our exclusive support resources to provide the value-added services at your doorstep. Whether you are unable to care for your elders or you need a hand to make your way back to a healthcare facility, we are here to guide you. Our mobile healthcare facility is always on its way to provide you the Right Care, in pursuit of CMC's goals: passion, compassion and convenience.



CMCs Online Services



CAPITOLeCare

CMC has established a **Capitol eCare** for ease on laboratory test and exam results.

At CMC we strive to be the best partners in healthcare that we can be. Now, you can book to queue and pay online with our online services booking site. We will also help facilitate scheduling and coordinate with the HMOs to improve your experience and utilization of available out-patient online services.



HMO Concierge

Our online **HMO Concierge** provides personalized and technical assistance to address any possible HMO member difficulty - that includes coordinating with HMO.



Health Declaration Form

is an online screening tool that will assist you in your upcoming health check visit at CMC. This is established by the Continuing Quality Improvement (CQI) Department to ensure safety of CMC community.

Intranet communication

is established for network access to all employees. This shall be use for internal communication to ensure the delivery of total quality healthcare not just external but internal as well.



Home Care Services

This **Wellness on Wheels** is a mobile health clinic that provides a wide range of services to serve CMC community. Services include: laboratory, ECG, Adult Vaccination, Covid-19 Swab Test (RT-PCR or Rapid Anti-Body Test), Medicines and Drug Testing (Corporate only).



Covid-19 Test Appointment

This online **Covid-19 Test Appointment** form help facilitate scheduling to improve customer experience and utilization of available out-patient services.



Care Concierge shall be the central point from which all customer interactions across various channels are managed. The primary purpose that CMC established this is to provide customers with efficient and effective technical support, customer service and sales assistance. The initial plan for this project is to make support of the **on-going online services**



Online Payment

CMC has established an online payment facility for efficient and convenient way to pay your hospital bills.

- Dragon pay: online bank transfer, non-bank transfer
- BDO credit card: Visa, Mastercard, JCB



Safe at Alaga Ka Rito:

The CMC Back to the New Normal Campaign

Each sector has been affected by the coronavirus pandemic differently. And they all acted differently. Brands always have to act promptly when it comes to digital ad campaigns. What high-profile brands do lead the way and inspires other businesses to take action for returning to the “new normal”.

CMC who are able to rise above the challenges most especially amidst the massive disruption caused by the Covid-19 pandemic is now back on its track. However, CMC didn't find it as they have left it before. The surrounding has changed, the people have changed, the world has changed. All institution including the healthcare industry are doing their best to show that we are all back to the usual and our community should not be worried. This new era has been called “new normal”. It is different than before, but it is still as it should be.

This 3-minute video deliberates change and being restored rather than just going back to “the old normal”. The ad campaign “Safe at Alaga Ka Rito” gives us the message to appreciate the healthcare industry in their efforts to ensure that the community is safe - right here at Capitol Medical Center. It also aims to ask for the participation of CMC community and raise public awareness of the new normal norm.



MEDICAL SERVICE CORNER

Residents & Fellows' Research Contest
November 26, 2020

In any virtual setting, it is understandably harder to feel connected to the other people "in the room". However, the Medical Service' made it possible to be truly connected when they held its first virtual Resident's & Fellows' Research Contest; which they showcased their graduates' premier researches. The prestigious judges who provided their fair share in judging are: Dr. Maria Nerissa A. de Leon, MD, FPPS, MM(HoA), Dr. Ma. Veronica J. Estrella, MD, PFDS and Dr. Jesse Noel V. Conjares, MD, FPOA.

ORAL PRESENTERS

Surgery – Dr. Marie Angelle Pascual

Effects of Pre-incision Infiltration of Long-Acting Anesthetic in Trocar Sites on Postoperative Pain Control for In-Patients Undergoing Laparoscopic Cholecystectomy in Capitol Medical Center – a Randomized Double-Blinded Placebo Controlled Trial

OB-Gyne – Dr. Krizna Pascua - Benipayo

The Relationship of Maternal Anxiety and Preterm Labor Among Pregnant Women in the Out Patient Department of A Tertiary Medical Center In 2019 Using the Pregnancy Related Anxiety Questionnaire: A Prospective Cohort Study

Pediatrics – Dr. Jolly Ilagan

The Effect of Arthrospira platensis (Spirulina) on Respiratory Symptoms and Length of Hospital Stay of Pediatric Patients Aged 2 months-5 years old Diagnosed with PCAP-C in a Tertiary Hospital: A Meta-Analysis

Medicine – Dr. Ma. Kenneth Dela Cruz

Development and Validation of the 8-item Morisky Medication Adherence Scale in Patients with Type 2 Diabetes Mellitus Adults: A Pilot Study

Radiology – Dr. Jeffrey Marco Rustia

Incidence of Periventricular and Subcortical White Matter Ischemic Changes on MR Imaging in Patients 20 to 39 years old Presented with Primary Headache in the Emergency Room Capitol Medical Center from March 1, 2019 to January 31, 2020

The virtual event was a great turnout by the most esteemed members of the Medical Service Department. **Dr. Lilia Luna** gave a welcoming remark, **Dr. Glynn Ong-Cabrera** who offered an intermission number to enjoy, also present were **Dr. Deborah Bernardo**, **Dr. Janet Zaens** and **Dr. Mark Reysio-Cruz** including all the back-end support who are the forefront of connecting with the attendees that built a meaningful connection virtually. Looking ahead, people are challenged to accept that the future events now will be held online in the meantime, as the new normal dictates.



Congratulations

on your Recent Article Publication!

Dr. Julien Torio
Dr. Madel Sevilla
Dr. Clarina Marcelino

Part 2 Diplomate Examination (oral)
July 2019
Dr. Rosemarie Diaz Bugayong

Department of Obstetrics & Gynecology
SPECIALTY BOARD EXAM: Philippine
Board of Obstetrics & Gynecology
(PBOG)

Department of Radiology

New Fellows of the College in Diagnostic
Radiology
February 2020

Scarlet Erngil Macalalag, MD, FPCR
Ralph Vincent Joya, MD, FPCR

International Journals of Cardiology and
Vascular Research

Dr. Guiliani Renz G. Paas
Dr. Jeremy Owen G. Go
Dr. Ezekiel Morena S. Rivera
Dr. Margarita Ysabel S. Mangahas
Dr. Eunice Marie Perez-Trajano
Dr. Raul D. Jara (+)

New Diplomates of Internal Medicine

Dr. Katrina Tria
Dr. Kathryn Babaran
Dr. Lorenzo Quiambao
Dr. Denise Mendoza

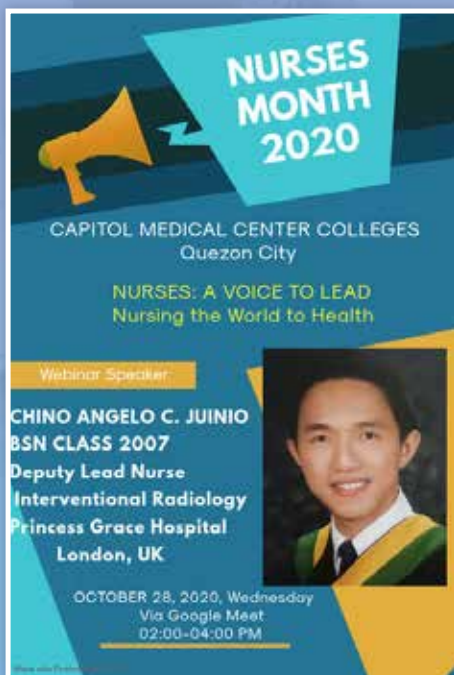
Part 1 of Diplomate Examination
(written)
October 18, 2020

Maratas-Hilario, Marilyn A.
Pasion, Jhade L.
Cruz-Limbo, Catherine Loren G.

Part 2 Diplomate Examination (oral) &
Candidate for Diplomate Induction
September 25, 2020

Pascua-Lanante, Carissa Mae M.

CAPITOL MEDICAL CENTER COLLEGES



CMC Colleges has embraced the new normal in education this First Semester AY 2020-2021. The academic year started last September 28 with a blended mode of instruction using G Suite and Google Classroom as its platform.

The faculty underwent rigorous training in conducting online classes and preparations on the materials they will use both for teaching and assessment. Meanwhile, students were guided by a primer aptly entitled as “CMCC Vantage Point 2020” which contains how the classes will be conducted in this new normal.

To date, in addition to the enrolled classes, the college was able to sponsor webinars attended by students, faculty members, staff and even graduates. In nursing, a webinar on “Nurses: A voice to Lead – Nursing the World to Health”, a theme adapted from the International Council of Nurses, was conducted last October 28 with a resource speaker in the person of Mr. Chino Angelo C. Junio. Mr. Junio is a graduate of CMCC BSN Class 2007 who is currently a Deputy Lead Nurse in the Interventional Radiology Department of Princess Grace Hospital in London. Another webinar was on the topic “Radiologic Technology amidst the Pandemic World. The said webinar was held on November 18 with Mr. Dexter R. Rodelas, the 2018 Most Outstanding Radiologic Technologist awarded by the Professional Regulation Commission. Both webinars were via google meet.



Indeed, the current pandemic has limited the teaching and learning environment but it did not held back CMCC from assuring the students to gain the necessary competencies of their programs. Remarkably, CMCC students are able to adjust and cope with both synchronous and asynchronous modes of learning.