



PHILIPPINE GENERAL HOSPITAL
The National University Hospital
University of the Philippines Manila
Taft Avenue, Manila

PHIC–Accredited Health Care Provider
ISO 9001:2008 Certified

PGH History

- 1907** The Philippine Commission passed Act No. 1688 which appropriated the sum of P780,000.00 for the construction of the PGH.
- 1908** The cornerstone of the hospital was laid on February 28.
The bids for the construction of the buildings were opened on July 27 and the contract was awarded to the lowest bidder, H. Thurber of the Manila Construction Company.
- 1909** The structural works for the central administration building, a surgical pavilion with two operating rooms, a building for dispensary and out-clinic, five ward pavilions of sixty beds each, a nurses' home, a kitchen, an ambulance stable and morgue were completed on November 30.
- 1910** The Philippine General Hospital opened its door to the public on September 1 and was eventually linked to the College of Medicine, then the Philippine Medical School.
- 1914** Dr. William Musgrave, then Dean of the College of Medicine was designated as division chief of PGH since PGH became a division of Bureau of Health.
- 1916 to 1936** PGH was placed under the first Filipino administration of Dr. Felipe Calderon. He was also the dean of the University of the Philippines – College of Medicine (UPCM). The decade was characterized by infrastructure construction.
- 1937** The X-ray and Electrotherapeutic Unit (Department of Radiology) gradually emerged into a full-pledged department.
- 1938** On 7 September 1938, Commonwealth Act 398 created the Cancer Institute, which was then called "Institute of X-ray and Radium Therapy" and later included under the Department of Radiology.
- 1939** President Manuel Luis M. Quezon transferred PGH from the Department of Public Instruction to the Office of the President of the Philippines. Also, the President entrusted to the dean of UPCM the general administration as well as the technical supervision and control of the hospital. Thus, Dr. Antonio Sison, the dean of UPCM was appointed the director of the hospital.
- 1947** By virtue of Executive Order No. 94, Philippine President Roxas transferred PGH to the University of the Philippines.
- 1954** President Ramon D. Magsaysay separated PGH from the UPCM administratively. Thus, the new PGH Director was appointed separate from the UPCM dean. This time, Dr. Florencio Quintos, head of the Department of Pediatrics, became the new director.
- 1967** Health Sciences Center was established in the University by Republic Act No. 3163 on June 17.
- 1977** Health Sciences Center was recognized as an autonomous campus of the UP System on October 28. It brought together or administratively integrated all the health science units including PGH under one structure.
- 1979** The PGH Infection Control Committee (PGH ICC) was established under the administration of Director Gabriel Carreon through the recommendation of the Infectious Disease Section (IDS) of the Department of Medicine.

- 1981** First Lady Imelda R. Marcos commissioned Arch. J. Ramos to undertake the master planning of the PGH renovation project.
- 1982** BOR decision to undertake the PGH project; authorized UP President Angara to negotiate with SSS for the Php 450 million loan.
- 1985** Formally started the PGH Expansion and Renovation Project. Also, funds were released for the initial cost of 7-storey Central Block.
- 1986** PGH continued to receive support from the national government through the release of funds for project completion and also for the needed medical equipment.
- 1988** The PNB-PGH Branch was erected inside the hospital compound.
- 1989** New OPD opened on April 17.
- 1990** The hospital's 8-storey Central Block building was fully completed.
- 1991** The UP Board of Regents awarded a citation to the PGH staff for their exemplary efforts in servicing the health care needs of the disadvantaged sectors of society.
- The Poison Control and Information Network (PCISN) was created through the grant from the International Development Research Center (IDRC) which was entered into by the Office of the Chancellor of UP Manila and the said Canadian agency.
- 1992** Salamin ng Bayan award was conferred on the hospital's Outpatient Department.
- 1993** The PGH was recognized as the Outstanding Government Institution in Health by the Philippine Chamber of Health on October 22.
- The "Baby Friendly Hospital Award" was given by the World Health Organization.
- Separation of the Cancer Institute as an independent unit from the Department of Radiology.
- 1994** PGH was cited as one of the 33 Centers of Excellence by Senator Blas Ople.
- Jose Concepcion School for Chronically-Ill Children was inaugurated in February. This is sponsored by the RFM Group of Companies and the CHILD Foundation.
- PGH Outpatient Department was given a "Salamin ng Bayan" award. It was adjudged as one of the outstanding government offices based on compliance with specific provisions of RA 6713 otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees".
- The Open Heart Program of the Division of Thoracic and Cardiovascular Surgery was revived after a long hiatus.
- 1995** The PGH Bayanihan Multi-Purpose Cooperative was established in March.
- 1996** The First Emergency Medical Technicians Basic course for the ambulance crew of the PGH Emergency Medical Services System was conducted
- 1997** Inauguration of the Child Protection Unit on January 22.
- PGH Spine Center was constructed.
- The PGH Archives and Library was set-up.
- 1998** The Cardiac Catheterization Laboratory was operationalized.
- Approval by the Board of Regents (BOR) of the PGH Pay Parking Scheme.
- Inauguration of the PGH Women's Desk on November 30.

- 1999** Creation of the Department of Neurosciences.
- Launching of the established networking program called "Ugnayan Para sa Kalusugan", an inter-agency referral system.
- 2000** Inauguration of the Ear Unit of the Department of Otorhinolaryngology and Surgical Research Unit and Reading Room of the Department of Surgery, the first of its kind in the Philippines.
- The visit of Queen Sofia of Spain reaffirmed the commitment of the Spanish government's assistance to PGH on a US\$15 million soft loan to purchase modern equipment for the Department of Emergency Medical Services. Likewise, the signing of the Memorandum of Understanding between the Spanish government and UP concerning the development of the Jose P. Rizal Eye Center, a comprehensive facility for the diagnosis and treatment of eye diseases took place.
- 2001** Opening of the Neuroscience ICU, the Skin Bank, PGH-Pfizer Virtual Library and the Alfredo T. Ramirez Burn Unit.
- Development of the Hospice and Palliative Care Program.
- Completion of Phase I of the Computerization Program.
- Launching of the PATEC (Patient Assessment Teaching and Education Center).
- Launching of the "Wart Awareness Campaign Program".
- The Ear Institute was approved by the Board of Regents of the UP System in November 2001, and brought forth the realization of a dream of an Ear Center initiated in 1990.
- 2002** Operation of the new Breast Care Center at the Cancer Institute.
- Completion and inauguration of Medical ICU in June.
- Formal inauguration of Centralized Endoscopy Unit (CENDU) was held on September 2002.
- Approval of the ORL Surgical Oncology Fellowship Program.
- Development of a 2-year Training Program on Pain.
- Creation of the following units at Department of Outpatient Services (DOPS):
- Anti-Rabies Unit (ARU)
 - General Arthritis Clinic
 - Pediatric Diabetes Clinic
- 2003** Renovation of the Department of Emergency Medicine (DEM)
- Inauguration of the PGH Blue Sky Comprehensive Epilepsy and Sleep Disorder Unit of the Department of Neurosciences.
- Establishment of the Diosdado Macapagal Stroke Center.
- Opening of the Adolescent Clinic and Geriatric Comprehensive Care Unit at the DOPS.
- The Department of Surgery launched the Foundation for the Advancement of Surgical Education (FASE) and the Integrated Surgical Information System (ISIS).
- The UP-PGH MSD Communication and Information Networking Center (CONNECT) was inaugurated.
- In October, under the administration of Director Juan Ma. Pablo Nañagas through PGH Memorandum No. 2003-112, the PGH Infection Control Committee (ICC) was elevated to Hospital Infection Control Unit (HICU) under the Office of the Director through the Office of the Deputy Director for Health Operations.

The PGH- Poison Control and Information Unit (PGH-PCIU) was created on 23 July by Director Juan Ma. Pablo Nañagas through PGH Memorandum No. 2003-73.

2004

Operationalization of the new ER Complex and the Sentro Oftalmologico Jose Rizal National Eye Referral Center

Reinforced patient education programs such as Bantay Barangayan at the Department of Medicine – a weekly ward class where ward policies and health topics are discussed; Disease-a-Month Project of the Department of Surgery that was highlighted by poster exhibits.

2005

Infrastructure projects include renovation of different areas and construction of new facilities:

- Ward 9 Pediatric Ward
- NSSCU and Rehabilitation Medicine Ward
- PGH Central Copy Center
- ORL Residents' Callroom and Videostroboscopy Equipment Room
- Satellite Oncologic Pharmacy and Chemotherapy Office
- Fitness Center at the Nurses Home
- Cash Services Division cubicles
- PGH Director's Board Room
- Billing Section, Accounting Division
- Standby Power Generator Set
- New Medical Compressed Air Plant
- UP-PGH Health Service
- PGH Main Pharmacy
- Pediatric Burn Unit
- Dietary Kitchen Area

On January 27, the UP Board of Regents, in its 1192nd meeting approved the merging of the National Poison Control and Information Service (NPCIS) and the PGH-Poison Control and Information Unit (PGH-PCIU), and the unit was named National Poison Management and Control Center (NPMCC).

2006

Inauguration and blessing of the following renovated areas and new facilities:

- People's Lounge – a project of Bayan Muna Party List representative Satur C. Ocampo as contracted by the DPWH
- Emergency Room Complex 220 Conference Room
- Records, Training, Orientation and Counseling Section at the Personnel Services Division Silahis ng Kalusugan (School for the Chronically Ill)
- OBAS-LR-DR-OR
- Guazon Hall
- Dr. Florencio Quintos Pediatric Subspecialty Diagnostic Unit

Repainting of the hallways and ceilings of the PGH Medical Research Laboratory.

Launching of the PGH Centennial Year Celebration

- Organized the Sons and Daughters of PGH, Inc., a support group for the celebration
- Lined-up monthly outreach programs involving the PGH Association of Medical Alumni (PGH-AMA)

Launching of the "100 for 100" Health Care Campaign. At least 4 million card-carrying OFWs/OFs were requested to donate US\$100 or its equivalent to help renovate and modernize PGH.

2007

The Reader's Digest Asia cited PGH as a Gold Trusted brand in May.

On August 17, PGH Celebrates 100 years of excellence and leadership in quality health care for the Filipino.

On September 19, PGH was conferred the prestigious Presidential or Lingkod Bayan Award by the Civil Service Commission on the occasion of the 107th Anniversary of the Civil Service Commission.

Establishment of the Quality Management System certifiable to ISO 9001:2008 in partnership with Rosehall Management Consultants, Inc.

Launching of the PGH Master Patient Index (eMPI) which is a computer-based centralized index or catalog of all patients seen or treated by the hospital.

Presentation of the First Comprehensive Training Manual for Residents and Fellows.

Launching of the 1st PGH-PCSO-Department of Health Pediatric Liver Transplant.

2008

The Main Pharmacy rolled out its Point of Sales (POS) System to coincide with its end-month inventory.

Inauguration of the Dr. Romeo B. Espiritu Auditorium located at the 5th floor of the SOJR.

Launching of the Pagsasanay Garantisadong Hanapbuhay (PGH), a program designed to train dependents of PGH employees on livelihood programs.

2009

The formal acceptance from Anglo-Japanese-American (AJA) Registrars, Inc. the much coveted ISO 9001:2008 certificate for having complied with internationally-accepted quality management system standards.

The approval of the 25-year lease contract with Daniel Mercado Medical Center to operate the UP Manila-Philippine General Hospital (UPM-PGH) Faculty Medical Arts Building (FMAB) that would generate additional resources to supplement PGH's budget allocation for hospital operations from the national government.

Inauguration of the PGH Integrated Communications Solution (PABX/Paging System) Project.

Operationalization of the UP-PGH A(H1N1) Center to respond to the rapidly evolving developments of the Influenza A(H1N1) pandemic.

2010

The grant of the Philippine Health Insurance Corporation (PHIC) of the Certificate of Accreditation as Center of Excellence. The accreditation was given on June 8, it shall be valid from May 1, 2010 to April 30, 2013.

The continued Certification of the Quality Management Systems to ISO 9001:2008 standard as assessed by AJA Registrars, Inc..

Operationalization of the TB DOTS Clinic.

Establishment of the Cataract Clinic.

2011

Gaining financial stability through:

- Continuous updating and revision of hospital rates for the purpose of rationalization and to become more competitive in the market
- Campaigning for increased membership of patients (including charity) to PhilHealth
- Decentralization of budget whereby all Department Chairs and Unit Heads are responsible in the preparation of their Annual Procurement Plan (APP)
- Strict implementation of PDAF policies
- Close monitoring of electric and water consumption

Achieving excellence in administration through:

- Acquisition and proper maintenance of equipment and improvement of infrastructure (e.g. acquisition of CT Scan, MRI, Heart-Lung machine, 2D-Echo, Vascular Ultrasound, Autoclave, Sterrad Sterilizer, passenger elevator, Anesthesia and OR surgical instruments, installation of exhaust system at DEM, construction of Pediatric Research Laboratory, renovation of Operating Room, installation of LED OR lights and air conditioning system and renovation of Hemodialysis Unit
- Conduct of surveys for increased employee benefits such as HMO for increased medical benefits, housing benefits in areas like Cavite and Laguna including mass transportation, and livelihood programs
- Improved systems management through creation of an internal Quality Assessment Response Team (QUART) to audit Laboratories, Radiology and Pay Patient Services to improve the quality of services rendered in these areas

Establishment and inauguration of the Ortol Primary Reproductive Health Care Center to cater to the training requirements of students from the College of Medicine, College of Nursing and the School for the Health Sciences with its ladderized educational program.

2012

Pro-active Programs Achievement Award for (1) Quality and Productivity Category and (2) Family Welfare and Community Relations Programs Category given by the Department of Trade and Industry – Center for Industrial Competitiveness on July 20 in its annual Search for Model Companies. This award was given to those companies that contribute to the national effort in the promotion of industrial peace and harmony, improved productivity, and competitiveness.

PGH was granted the ISO 9001:2008 Re-Certification by AJA Registrar's Inc. in May, valid until 2015 but subject to yearly surveillance audits.

In June, the PGH complied with Republic Act No. 9485 or commonly known as the Anti-Red Tape Act (ARTA) of 2007 is an act to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape and preventing graft and corruption. A total of 44 frontline services were identified in different key areas of the hospital.

PGH adopted and participated in the Performance-based Incentive System for Government Employees; this is in compliance with Executive Order No. 80 issued by the President on July 20. PGH submitted accomplishment reports for CY 2012 based on the Major Final Outputs and Performance indicators set by the University of the Philippines.

2013 to 2014 PGH was granted Certificate of Eligibility to Participate in the National Health Insurance Program by the Philippine Health Insurance Corporation (PhilHealth) for upholding the standards of quality health care.

In January 2013, PGH book accounts have been separated from UP Manila; interest income for said accounts was used to buy necessary equipment and other hospital needs.

In partnership with Isla Lipana & Co., PGH started the Rationalization and Simplification of Business Process in the UPM-PGH Project on 24 July 2013. Priority areas were identified based on the frequency of interface with pay patients.

On April 2013 and April 2014, PGH successfully completed the surveillance audits conducted by AJA Registrars, Inc. Since 2009, PGH has implemented and maintained its ISO 9001:2008 Certified Quality Management System (QMS).

In compliance with the Anti-Red Tape Act of 2007, PGH posted Citizen's Charter materials (or service guides) for the different frontline services; this contributed to a marked increase in service quality rating in these frontline services based on the PGH Client Satisfaction Survey.

Infrastructure projects were undertaken such as renovation works at the Pay Ward (RCB 2, 6th Floor), DNET Office, MRI Room, CT Scan Room, and Pay Rehabilitation Clinic, establishment of the UP-PGH Business Center (Billing Office), repainting of curbs, gutters, humps and traffic marking, construction of sewer line from Ward 3 to DEM and fire exit at the Main Pharmacy, supply and installation of structured cabling for 20 units of IP cameras and 3 units of compressors/ motors, and general pest extermination and control at the Dietary Building, Old OR Building, CT Scan Room, and satellite pharmacies.

Other initiatives geared towards improving personnel welfare were undertaken such as providing budget for hospitalization expenses; livelihood programs to augment the skills and take-home pay of low-salaried employees and to help uplift the morale and work ethics of personnel; more rewards and recognition incentives; unified UPM-PGH fund/relief campaign for calamity victims; seminars and trainings on disaster preparedness, financial wellness, skills development, work ethics and professionalism, effective communication, customer service excellence, and healthy lifestyle; and conduct of studies/surveys on future projects and programs.

2015

PGH acquired numerous hospital equipment, instruments and devices to augment its operational capability.

Completed infrastructure projects include Renovation of the PhilHealth Ward (Ward 12), construction of Decontamination Unit, construction of partition at the Dining Hall, construction of the BAC Office, restoration of wall at the Medical Social Service Office, repiping of main sewer line of the Left Central Block, and construction of the OR Pharmacy Extension Room at the Central Block (CB) Building.

Ongoing infrastructure projects include renovation of the TCVS at the 6th floor of the CB Building, construction of Delivery Room/ Labor Room of the Department of Obstetrics and Gynecology at the 4th floor of the CB Building, construction of Diagnostic Center at the ground floor of the Department of Outpatient Services (DOPS), renovation of toilets and replacement of floor tiles at the Mezzanine of the Department of Rehabilitation Medicine, construction of toilets from ground floor to 3rd floor of the CB Building, and construction of the PhilHealth Office at Ward 12.

2016

Over the years, PGH has made great progress in establishing itself as the foremost healthcare provider and training hospital in the country. As PGH continues to evolve, the role of its top management is vital in managing its operational effectiveness. In 2016, under the leadership of the new PGH director, Dr. Gerardo D. Legaspi, a new set of officials have been appointed in different management positions and departments who will carry out their responsibilities for the continual improvement of the hospital.

In May 2016, PGH successfully completed the on-site audit conducted by AJA Registrars, Inc., the ISO certifying body. Since 2009, PGH has implemented and maintained its ISO 9001:2008 Certified Quality Management System (QMS).

PGH as a Level 3 hospital with a bed capacity of 1,334 was granted Certificate of Accreditation by the Philippine Health Insurance Corporation (PhilHealth) for its participation in the National Health Insurance Program and for upholding the standards of quality health care.

PGH has participated in the Performance-based Incentive System for Government Employees. PGH submitted accomplishment reports for CY 2015 based on the Major Final Outputs and Performance Indicators set by the University of the Philippines System.

PGH, as a constituent unit of the University of the Philippines, has complied with the conditions of good governance as set by National Budget Circular 542 issued by the Department of Budget Management.

PGH has participated in the eUP project of the UP System which seeks to integrate, harmonize, and interoperate Information and Communication Technology (ICT) systems and infrastructure across all constituent units. The project aims to improve the efficiency and output of the University's core functions: teaching, research, and public service.