

Quality Improvement Project: Process of Expanding Mission Fields of Adventist Hospital Palawan

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THE PROBLEM

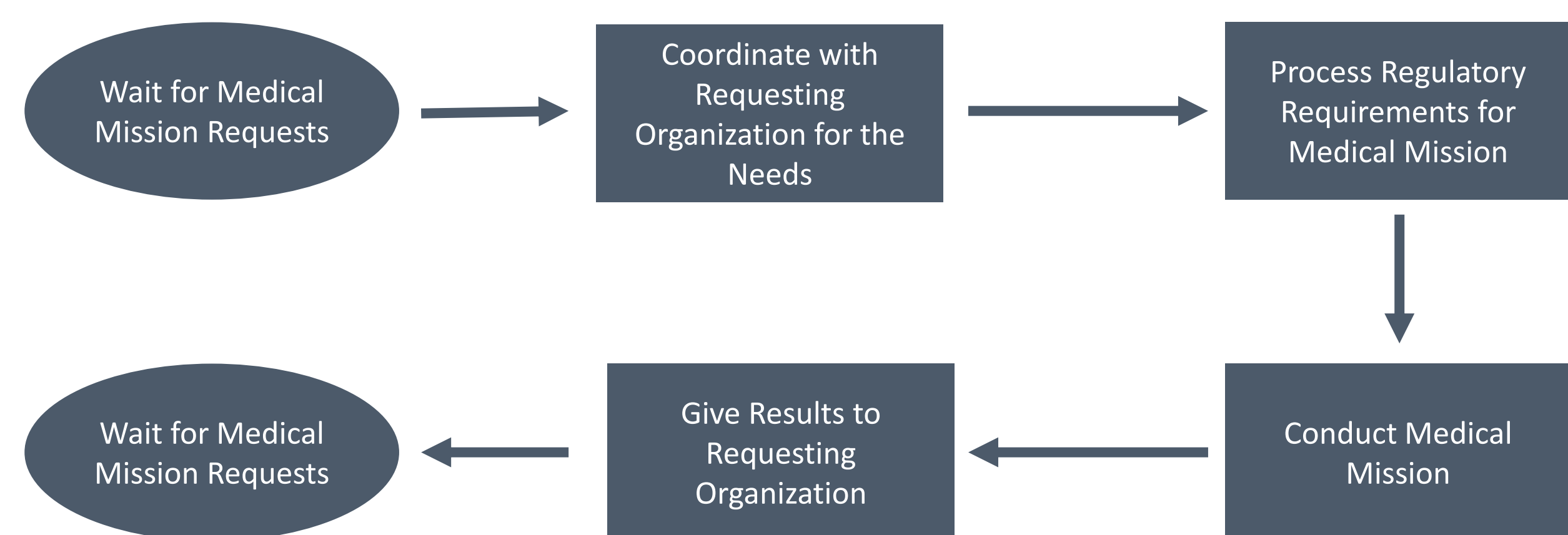
How to improve the process of expanding mission fields of Adventist Hospital Palawan (AHP) during the pandemic to effectively support the “I Will Go” strategic plan of the Seventh-day Adventist Church.

(Mission Objective Number 2 of the “I Will Go” strategic Plan: To strengthen and diversify Adventist outreach... among unreached and under-reached people groups, and to non-Christian religions)

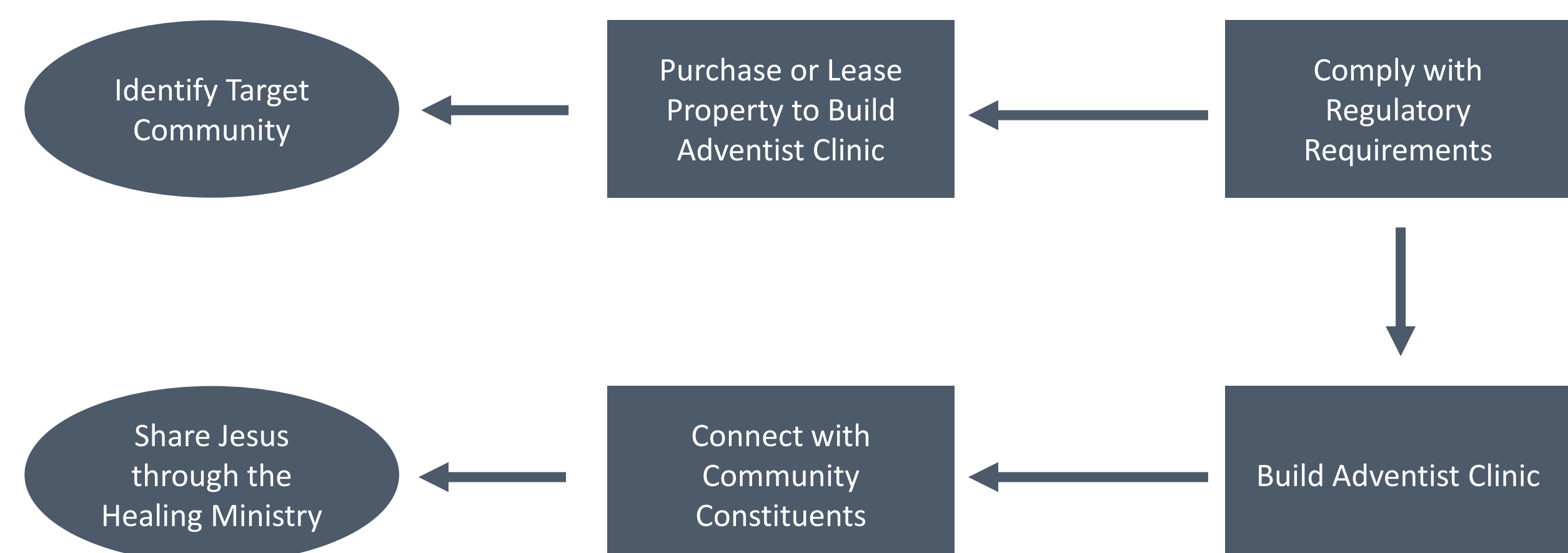
AIM

Expand mission fields by establishing one Adventist Clinic in a new municipality each year starting 2020

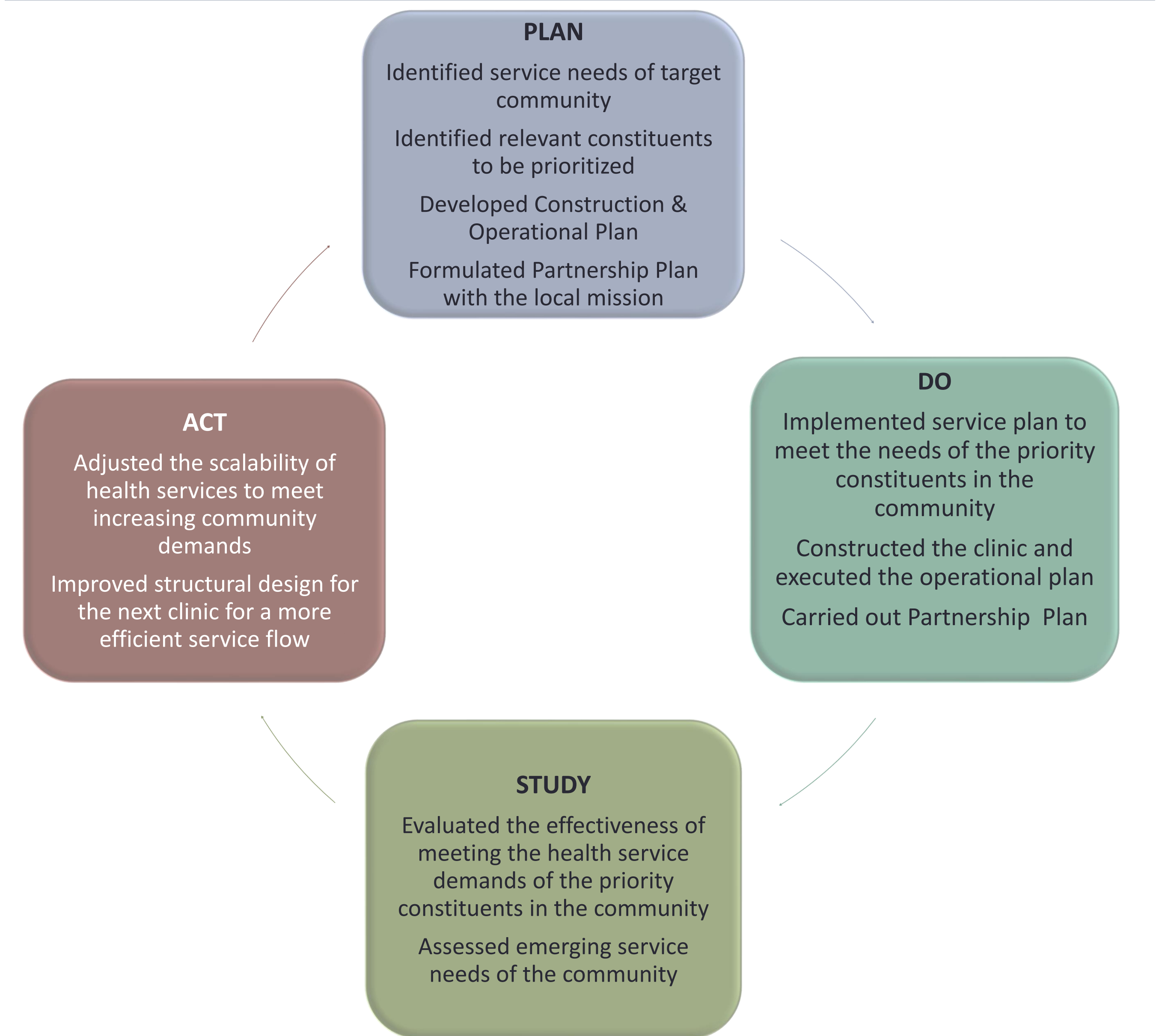
FLOW MAP OF PAST STATE



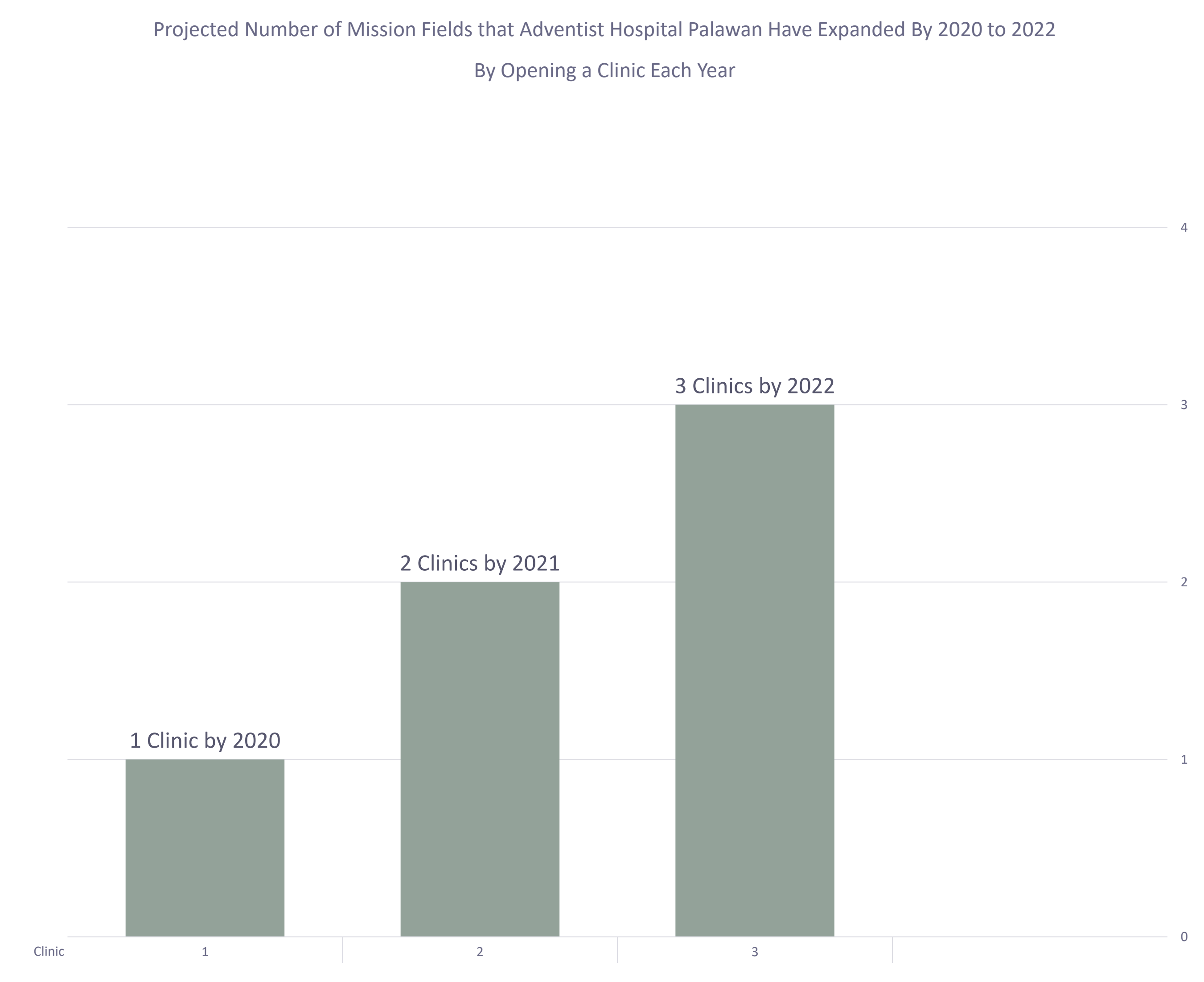
FLOW MAP OF PRESENT STATE



PLAN DO ACT STUDY CYCLE



DATA



RESULTS

- The bar graph shows the number of new mission field/s from 2020 that Adventist Hospital Palawan would have expanded by the year 2022 by establishing a new remote clinic each year in a new municipality in its province.
- In 2020, in approximately six months of planning & executing during the pandemic, Adventist Hospital Palawan was able to expand its mission field, about 270 km. from the main campus by establishing a multi-service clinic with a 24/7 emergency care services, pharmacy services, laboratory services, xray services, dental services, etc. which was launched on November 2020. Today, the clinic is showing a positive topline and bottom line results.
- In December 2021, Adventist Hospital Palawan is scheduled to open another clinic 192 km from the main campus. Preparation is underway.
- In December 2022, Adventist Hospital is scheduled to open another clinic 85 km. from the main campus. Service and Construction Planning sessions are ongoing.

SUMMARY

- Instead of being passive by waiting for medical mission requests from communities, we become proactive by identifying communities we can serve by expanding our mission fields and establishing our clinics which can be developed to become hospitals.
- Instead of patients traveling hundreds of kilometers to come to the hospital, we come nearer to them by establishing clinics which may be developed into hospitals in the future.
- We identify where significant number of patients come from and build facilities for them in their areas. This becomes a new revenue stream and becomes a center of influence in partnership with the responsible local mission.

FUTURE STEPS/ WHAT'S NEXT?

- What do you want to do next?
Build more clinics. Adventist Hospital Palawan has identified the next location for a new mission field in 2023 which is about 450 km from the main campus. It plans to find the most efficient ways of expanding its mission field through establishments of clinics.
- Will you work on a similar process?
We will work on an improving process on how to be more effective and efficient (leaner) in executing the plans by learning about the evolving needs of the communities.