



Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

2018 Annual Awards

St. Luke's Medical Center honors exemplary Associates in Annual Awards Night 2018

The most commendable Associates were the stars of the night at the Annual Awards 2018 on June 20, 2018 at the Crowne Plaza Manila Galleria, Ortigas Center.

The much-anticipated event recognized select Associates of the Year (AOY) as exemplars of excellence, who significantly contributed to the accomplishment of the hospital's objectives, while embodying the values of integrity, professionalism, innovation, passion for excellence, synergy, and social responsibility.

This year's Annual Awards Night was also a milestone as it marked the first joint awarding for both Quezon City and Global City, reflecting the unity and harmony of the St. Luke's system in delivering the best patient experience and outstanding clinical outcomes. Special awards for Customer Service, Innovation, and Teamwork were also given to individuals and teams who exhibited these values.

Nominated Associates underwent rigorous deliberations done by the Awards Committee, which consisted of St. Luke's Executives from both Quezon City and Global City. The committee reviewed the achievements and credentials of each finalist through meticulous screening and panel interviews.

The search for the Associates of the Year is a testament of St. Luke's commitment to guiding and nurturing its Associates in order to optimize their potential and perform beyond fixed standards in delivering quality patient care and safety.



Dr. Arturo S. De La Peña, President and CEO of St. Luke's Medical Center, delivered his opening remarks, highlighting the value of innovation.



Atty. Simeon C. Obtinalla, Jr., Vice President and Head of Human Resources Group, expressed his gratitude to all the awardees for their hard work and dedication in their respective roles.



Guest artists Nyoy Volante and South Border performed some of their hit songs to the delight of associates.

From the President's Desk

- Associate of the Year Grand Awardees Global City
- Associate of the Year Grand Awardees Quezon City
- Associate of the Year Finalists
- Customer Service Excellence Most Commended Staff
- Customer Service Excellence Global City
- Customer Service Excellence Quezon City
- Grand Innovator
- Teamwork

Associate of the Year Grand Awardees

Global City

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



HUMPHREY C. CASAUAY
Department Manager, Pharmacy Warehouse
Supply Chain Management

Senior Managerial

Junior Managerial

Junior Managerial Support

Professional Frontline

Professional Non-Frontline

Support Frontline

Support Non-Frontline

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MICHIE M. SHARMA

(Represented by Regiena B. Posadas and Maria Lea Alabado)

Section Manager, Medical Records and Management Services, Medical Practice

Senior Managerial

Junior Managerial

Junior Managerial Support

Professional Frontline

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MARVIN S. DELOS SANTOS

*Systems Administrator II, IT Infrastructure and Operations Support
Information Technology Management*

Senior Managerial

Junior Managerial

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MARIA LORAINE B. LOPEZ
Ancillary Nurse, Specialty Services
Ancillary Services

- Senior Managerial
- Junior Managerial
- Junior Managerial Support
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MARIAN ZHANTEL M. MARANAN
*Clinical Pharmacist II, Clinical Pharmacy
Nursing Care*

- Senior Managerial
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- Junior Managerial Support
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DIANA C. OLHON
CSS Technician I, Central Sterile Supply
Supply Chain Management

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LUISITO S. ANTONIO, JR.
*Hospital Technician, Operating Room - Main
Nursing Care*

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MELANIE T. TEJADA
Department Manager, Clinical Applications
Information Technology Management

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JEFFREY P. RETIRO
*Nurse Unit Manager, Out Patient
Medical Practice*

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KRISTOFFER JOHN P. TAPIC

*Clinical Nurse Educator, Clinical Advancement and Informatics
Nursing Care*

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LESTER F. DE VERA

*Respiratory Therapist II, Institute of Pulmonary Medicine
Ancillary Services*

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KAREN G. REYES

*Technical Assistant, Center for Basic Science Research
Research And Biotechnology*

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RODOR V. VILLALUNA
Nursing Aide, 5 Main A
Nursing Care

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JONALD O. GUPAAL
Commis I, Food and Nutrition
Support Services

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SENIOR MANAGERIAL
Global City

Mary Grace S. Catral
*Department Manager,
General Nursing Units Cluster 2
Nursing Care*

Janis Pastoral
*Department Manager,
Physical Medicine and Rehabilitation
Ancillary Services*

Junie Gay F. Yarcia
*Executive Housekeeper,
Housekeeping
Support Services*

Humphrey C. Casauay
*Department Manager,
Pharmacy Warehouse
Supply Chain Management*

Abegail A. Partin
*Department Manager,
Training and Organization Development
Human Resources*

Regi Ann S. Laviña
*Department Manager,
In-Patient Care
Patient Experience*

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SENIOR MANAGERIAL
Quezon City

Rommel F. Saceda

*Department Manager, Institute of Pathology
Ancillary Services*

Karen A. Pe Benito

*Department Manager, Accounting
Finance*

Alfredo M. Bautista

*Shift Engineering Manager, Shift Engineering
Facilities Management and Engineering*

Mark Joffrey A. Cubos

*Operations Manager, Management Services
Hospital Operations*

Irene Marie S. Isleta

*Department Manager, Learning Education And
Development Department
Human Resources*

Melanie T. Tejada

*Department Manager,
Clinical Applications Department
Information Technology Management*

Katherine D. Perez

*Department Manager, Medical Concierge
Patient Experience*

Marissa B. Diangan

*Department Manager,
Maternal And Child Cluster
Nursing Care*

Lorenzo F. Merillo

*Department Manager,
Research Information And Education
Supply Chain Management*

Billextor S. Bonifacio

*Department Manager, Infection Control Services
Medical Practice*

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JUNIOR MANAGERIAL
Global City

Charminne Joan C. Crislogo
*Section Manager, Clinical Pharmacy
Nursing Care*

Ma. Jocelyn Y. Erazo
*Chief Medical Technologist, Laboratory Sciences
Ancillary Services*

Antonio M. Seyan, Jr.
*Section Manager, Linen and Laundry
Support Services*

Katherine N. Flogio
*Assistant Manager,
Satellite and Pathology Warehouse
Supply Chain Management*

Michie M. Sharma
*(represented by Maria Lea Alabado)
Section Manager,
Medical Records and Management Services
Medical Practice*

Nimfa M. Perdiguerra
*Section Manager, Budget
Finance*

Aldrich Fabian P. Layugan
*Section Manager, Environment, Health, and Safety
Facilities Management and Engineering*

Carmencita San Diego-Santos
*Section Manager,
Training and Organization Development
Human Resources*

Mark S. Guiman
*Section Manager, Clinical Engineering
Biomedical Engineering*

Elaine O. Alamo
*Section Manager, Quality Management
Quality and Patient Safety*

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JUNIOR MANAGERIAL
Quezon City

Anne Margaret E. Tagle

*Section Manager, Hearing & Balance Disorders
Ancillary Services*

Marco Paulo O. Vilan

*Section Manager, Clinical Engineering Department
Biomedical Engineering*

Jacqueline L. Diacosta

*Section Manager,
Billing and Accounts Services Department
Finance*

Fe Corazon J. Tungol

*Section Manager,
Facility Safety Health and Environment
Facilities Management and Engineering*

Cynthia Lynne Y. Sarayba

*Section Manager, Learning Education and
Development Department
Human Resources*

Maria Luisa L. Cardinez

*Nurse Unit Manager, 3 Main A
Nursing Care*

Cherricel C. Gonzales

*Section Manager, Patient Relations Department
Patient Experience*

Jason Paul C. Monlinong

*Chemist, Center For Basic Science Research
Patient Experience*

Ricardo N. Sanchez, Jr.

*Unit Manager, Housekeeping Department
Support Services*

Jeffrey P. Retiro

*Nurse Unit Manager, Out Patient Department
Medical Practice*

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Ronnele B. Cruz

*Clinical Nurse Educator,
Clinical Advancement and Informatics
Nursing Care*

Marie April Grace B. Romero

*Section Manager,
Specialty Services
Ancillary Services*

Mary Ann V. Bautista

*Housekeeping Shift-In-Charge,
Housekeeping
Support Services*

Zenith V. Alano

*Infection Control Officer,
Infection Control Services
Medical Practice*

Marvin S. Delos Santos

*Systems Administrator II,
IT Infrastructure and Operations Support
Information Technology Management*

JUNIOR MANAGERIAL SUPPORT
Global City

From the President's Desk

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Grand Innovator

Teamwork

Associate of the Year - Finalists

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JUNIOR MANAGERIAL SUPPORT
Quezon City

Ma. Theresa D. Nuñez

*ANS IT Specialist,
Office of the VP for Ancillary Services
Ancillary Services*

Roger M. Altre

*Technical Work Officer, Electrical Engineering
Facilities Management and Engineering*

Wayne S. Fernandez

*Software Engineer II,
Administrative Applications Department
Information Technology Management*

Kristoffer John P. Tapic

*Clinical Nurse Educator,
Clinical Advancement and Informatics
Nursing Care*

Dennise Faye B. Manzano

*Concierge Officer, Communications
Patient Experience*

Charisse Gennevieve B. Pacarat

*Research Analyst,
Health Services Outcomes Research Unit
Research and Biotechnology*

Chrisel G. Carreon

*Assistant Manager,
Research Information and Education
Supply Chain Management*

Lailane D. Bergosa

*Infection Control Officer,
Infection Control Services
Medical Practice*

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Grand Innovator

Teamwork

Associate of the Year - Finalists

Presenters: Dr. Alejandro C. Dizon, Vice President and Chief Quality and Patient Safety Officer; Ms. Anna Rose M. Cumpas, St. Luke's Quezon City Associate Director for Pharmacy Services; Ms. Lolita A. Culaba, St. Luke's Global City Associate Director for Supply Chain Management



Murphy T. Zulueta
*Clinical Pharmacist, Clinical Pharmacy
Nursing Care*

Maria Loraine B. Lopez
*Ancillary Nurse, Specialty Services
Ancillary Services*

Nicole Wina P. Duran
*Therapeutic Dietitian I, Food and Nutrition
Support Services*

Mary-Ann B. Castillon
*Narcotics Pharmacist, Pharmacy Warehouse
Supply Chain Management*

Mona Claire B. Tañada
*Admission Officer, Admissions
Medical Practice*

PROFESSIONAL FRONTLINE
Global City

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PROFESSIONAL FRONTLINE
Quezon City

Lester F. De Vera
*Respiratory Therapist II,
Institute Of Pulmonary Medicine
Ancillary Services*

Mark G. Bayate
*Charging and Verification Assistant,
Billing and Accounts Services Department
Finance*

Cristina Pilar L. Reyes
*Staff Nurse,
O.R. Complex
Nursing Care*

Maria Teresa Q. Dichoso
*Wellness Center Assistant,
Wellness Center
Medical Practice*

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PROFESSIONAL NON-FRONTLINE
Global City

Marian Zhanter M. Maranan

*Clinical Pharmacist II, Clinical Pharmacy
Nursing Care*

Jenny M. Gruta

*Room Coordinator, Housekeeping
Support Services*

Lesley Grace E. Fabila

*Procurement Assistant II, Pharmacy Procurement
Supply Chain Management*

Melvin R. Samuco

*Facility Safety Engineer,
Environment, Health, and Safety
Facilities Management and Engineering*

Bernadette C. Pangan

*OD Assistant I,
Training and Organization Development
Human Resources*

Maria Rio Joyce C. Delos Santos

*User Support Coordinator, User Support
Information Technology Management*

Ma. Vanessa J. Cadiz

*Management Services Assistant II,
Management Services
Hospital Operations*

Rachel Ann G. Rivera

*Quality Management Assistant,
Quality Management
Quality and Patient Safety*

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PROFESSIONAL NON-FRONTLINE
Quezon City

Liberty C. Idiesca

*Administrative Assistant II,
Institute of Pathology
Ancillary Services*

Harry Paolo H. Villarba

*Account Officer,
Billing and Accounts Services Department
Finance*

Kristine Karen A. Ferrer

*Projects Coordinator,
Facilities and Projects Management Group
Facilities Management and Engineering*

Michael A. Cabalquinto

*HR Assistant I, Learning, Education and
Development Department
Human Resources*

Karen G. Reyes

*Technical Assistant,
Center For Basic Science Research
Research and Biotechnology*

Cherry Bernadette A. Naval

*Administrative Assistant II,
Pharmacy Procurement
Supply Chain Management*

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Associate of the Year - Finalists

Presenters: Mr. Luis Sayo, St. Luke's Senior Vice President and Head for Information Technology Group; Ms. Pearl Pagaduan and Ms. Eulalia Magpusao, Associate Directors of Quality & Patient Safety for St. Luke's Quezon City and Global City



SUPPORT FRONTLINE
Global City

John Jason B. Castro
*Nursing Assistant,
Operative Care Cluster
Nursing Care*

Renelyn L. Navarro
*Administrative Assistant I,
Radiologic Sciences
Ancillary Services*

Rene B. Awacay
*Banquet Service Assistant II,
Food and Nutrition
Support Services*

Diana C. Olhon
*CSS Technician I,
Central Sterile Supply
Supply Chain Management*

Richard E. Paanod
*Admission Assistant,
Admissions
Medical Practice*

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Teamwork

Associate of the Year - Finalists

Presenters: Mr. Luis Sayo, St. Luke's Senior Vice President and Head for Information Technology Group; Ms. Pearl Pagaduan and Ms. Eulalia Magpusao, Associate Directors of Quality & Patient Safety for St. Luke's Quezon City and Global City



Ricky P. Penequito
*Aide,
Magnetic Resonance Imaging
Ancillary Services*

Rodor V. Villaluna
*Nursing Aide,
5 Main A
Nursing Care*

Alejo Q. Manlincon
*Housekeeper,
Housekeeping Department
Support Services*

SUPPORT FRONTLINE
Quezon City

From the President's Desk

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Associate of the Year - Finalists

Presenters: Mr. Luis Sayo, St. Luke's Senior Vice President and Head for Information Technology Group; Ms. Pearl Pagaduan and Ms. Eulalia Magpusao, Associate Directors of Quality & Patient Safety for St. Luke's Quezon City and Global City



Luisito S. Antonio, Jr.

*Hospital Technician,
Operative Care Cluster
Nursing Care*

John Neesel H. Berondo

*Logistics Coordinator II,
Food and Nutrition
Support Services*

Mica Marie A. Salazar

*Administrative Assistant I, General and
Medical/Surgical Supplies Warehouse
Supply Chain Management*

Primo C. Feria

*Plant Operator/Technician,
Operations and Maintenance
Facilities Management and Engineering*

SUPPORT NON-FRONTLINE
Global City

From the President's Desk

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Associate of the Year - Finalists

Presenters: Mr. Luis Sayo, St. Luke's Senior Vice President and Head for Information Technology Group; Ms. Pearl Pagaduan and Ms. Eulalia Magpusao, Associate Directors of Quality & Patient Safety for St. Luke's Quezon City and Global City



Carlito B. Dollete
*Surgical Technician,
O.R. Complex
Biomedical Engineering*

Vergel B. Barrientos
*Nursing Aide,
5 Main A
Nursing Care*

Jonald O. Gupaal
*Commis I,
Food and Nutrition Department
Support Services*

Engelbert Ryan D. Tamares
*CSS Technician I,
Central Sterile Supply Department
Supply Chain Management*

SUPPORT NON-FRONTLINE
Quezon City

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff**
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Most Commended Staff

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



In-Patient

Out-Patient

HERNAN C. DIANGSON

*Account Officer, Billing and Accounts Services Department
Global City, 1st Place*

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Most Commended Staff

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



NAJLA E. MASILANG
Staff Nurse, 7-North - Nursing Care Group
Global City, 2nd Place

In-Patient

Out-Patient

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff**
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Most Commended Staff

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



NIKKA ROSE E. LADIANA
Staff Nurse, 15-South - Nursing Care Group
Global City, 3rd Place

In-Patient

Out-Patient

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Most Commended Staff

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



DEAN HARVY A. BALDERAS
Staff Nurse, 3-Annex - Nursing Care Group
Quezon City, 1st Place

In-Patient

Out-Patient

From the President's Desk

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Most Commended Staff

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



JOHN PAUL R. GENTICA
Staff Nurse, 2-East - Nursing Care Group
Quezon City, 2nd Place

In-Patient

Out-Patient

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff**
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



TRISHA ANNE C. YALA
Staff Nurse, 1-Annex - Nursing Care Group
Quezon City, 3rd Place

In-Patient

Out-Patient

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff**
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Most Commended Staff

*Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and
Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City*



In-Patient

Out-Patient

CYRIELLE GAYLE G. CUEVAS
*Wellness Nurse, Wellness Center
Global City, 1st Place*

JULIUS FELIX A. RACELA
*Respiratory Therapist III, Institute of Pulmonary Medicine
Quezon City, 1st Place*

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Most Commended Staff

*Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and
Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City*



In-Patient

Out-Patient

LUILYN B. SINDAC
Wellness Nurse, Wellness Center
Global City, 2nd Place

From the President's Desk

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Most Commended Staff

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



In-Patient

Out-Patient

GABRIELLE ANNE D. SAMONTINA
Clinical Audiologist, Hearing and Balance
Quezon City, 2nd Place

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Most Commended Staff

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



In-Patient

Out-Patient

RAYMOND C. MOSTACHO

*Respiratory Therapist III, Institute of Pulmonary Medicine
Quezon City, 3rd Place*

ROSEMARIE T. TUNAY

*Respiratory Therapist II, Institute of Pulmonary Medicine
Global City, 3rd Place*

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City**
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

NEURO-CRITICAL CARE UNIT - SURGICAL INTENSIVE CARE UNIT
1st Place
Nursing Unit

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

PEDIATRIC INTENSIVE CARE UNIT

2nd Place
Nursing Unit

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City**
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

CORONARY CARE UNIT

3rd Place
Nursing Unit

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Global City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

HOUSEKEEPING DEPARTMENT

1st Place
Other Services

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City**
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City



St. Luke's
Medical Center

Global City

In-Patient

Out-Patient

EQUIPMENT MAINTENANCE SECTION

2nd Place
Other Services

From the President's Desk

- Associate of the Year Grand Awardees Global City
- Associate of the Year Grand Awardees Quezon City
- Associate of the Year Finalists
- Customer Service Excellence Most Commended Staff
- Customer Service Excellence Global City**
- Customer Service Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

MEDICAL RECORDS AND MANAGEMENT SERVICES

3rd Place
Other Services

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

VOICE, SWALLOWING AND SINUS CENTER
1st Place
Ancillary Units

POST ANESTHETIC CARE UNIT (PRE AND POST)
3rd Place
Ancillary Units

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City**
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

In-Patient

Out-Patient



St. Luke's
Medical Center

Global City

OPERATING ROOM - MEDICAL ARTS BUILDING

2nd Place
Ancillary Units

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City**
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

*Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and
Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City*



In-Patient

Out-Patient

WELLNESS CENTER

1st Place
Other Services

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Global City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

BILLING AND ACCOUNT SERVICES DEPARTMENT

2nd Place
Other Services

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City**
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Global City

In-Patient

Out-Patient



St. Luke's
Medical Center

Global City

EMERGENCY CARE SERVICES

3rd Place
Other Services

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

In Patient & Out-Patient

3 MAIN A
1st Place
Nursing Unit

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City**
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City



In-Patient

Out-Patient

In Patient & Out-Patient

6 MAIN B
2nd Place
Nursing Unit

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

In Patient & Out-Patient

2-EAST
3rd Place
Nursing Unit

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Quezon City

Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City



In-Patient

Out-Patient

In Patient & Out-Patient

LINEN MANAGEMENT

3rd Place
Other Services

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City**
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City



In-Patient

Out-Patient

In Patient & Out-Patient

HEARING AND BALANCE

1st Place
Ancillary Units

From the President's Desk

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City**
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City



St. Luke's
Medical Center
Quezon City

In-Patient

Out-Patient

In Patient & Out-Patient

VOICE, SWALLOWING AND SINUS CENTER

2nd Place
Ancillary Units

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City

*Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and
Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City*



In-Patient

Out-Patient

In Patient & Out-Patient

INSTITUTE OF PULMONARY MEDICINE

3rd Place
Ancillary Services

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Quezon City

*Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and
Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City*



HOUSEKEEPING DEPARTMENT

1st Place
Other Services

In-Patient

Out-Patient

In Patient & Out-Patient

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Customer Service Excellence Awardees

Quezon City

*Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and
Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City*



In-Patient

Out-Patient

In Patient & Out-Patient

BILLING AND ACCOUNT SERVICES DEPARTMENT

2nd Place
Other Services

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Customer Service Excellence Awardees

Quezon City

*Presenters: Ms. Ma. Michaela C. Canlas, Vice President and Head, Support Services Group for Global City; and
Dr. Jose B. Moran, Chief Operating Officer and Medical Director for St. Luke's Davao City*



In-Patient

Out-Patient

In Patient & Out-Patient

IN-HOUSE SECURITY DEPARTMENT

3rd Place
Other Services

From the President's Desk

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Grand Innovator

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



KENNETH BRYAN G. VITUG
Clinical Pharmacist II
Nursing Care Group

LOVEREAL C. ERMITA
Department Manager
Clinical Practice - Nursing Care Group

Global City

Quezon City

From the President's Desk

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Grand Innovator

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



Global City

Quezon City

JOSEPH BERNARD U. DAVID

*Clinical Nurse Educator
Nursing Care Group*

NOEL M. MALLARI

*Document and Systems Control Manager
Hospital Operations*

- Associate of the Year
Grand Awardees
Global City
- Associate of the Year
Grand Awardees
Quezon City
- Associate of the Year
Finalists
- Customer Service
Excellence
Most Commended Staff
- Customer Service
Excellence Global City
- Customer Service
Excellence Quezon City
- Grand Innovator
- Teamwork

Teamwork

Presenters: Mr. Rafael C. Solis, EVP and Head of Hospital Operations; Dr. Arturo S. De La Peña, President and CEO; and Mr. Federico R. Marquez, Jr. Senior Vice President and Head of Human Resources



HOSPITAL WASTE MANAGEMENT TEAM
Quezon City

TEAM MEMBERS

FACILITY SAFETY HEALTH AND ENVIRONMENT

Engr. Ricardo Bote, Jr.
Engr. Fe Corazon Tungol
Engr. Ericson Valenzuela

CENTER FOR BASIC SCIENCE RESEARCH

Jason Paul Monlinong

HOUSEKEEPING DEPARTMENT

William Obogne

INFECTION CONTROL SERVICES

Billextor Bonifacio
Lailane Bergosa

QUALITY AND PATIENT SAFETY

Anna Liza Bantolino

LEARNING, EDUCATION AND DEVELOPMENT DEPARTMENT

Blessly Ann Ponce

From the President's Desk

Associate of the Year
Grand Awardees
Global City

Associate of the Year
Grand Awardees
Quezon City

Associate of the Year
Finalists

Customer Service
Excellence
Most Commended Staff

Customer Service
Excellence Global City

Customer Service
Excellence Quezon City

Grand Innovator

Teamwork

Teamwork



MEDNET TEAM
Global City

TEAM MEMBERS

TEAM LEAD

Lovereal C. Ermita

CLINICAL PHARMACY DEPARTMENT

Katrina Danica Padiernos

Ma. Therese Bernal

Charminne Joan Crisologo

Kenneth Bryan Vitug

Marian Zhantel Maranan

CLINICAL ADVANCEMENT AND INFORMATICS

Martin Luther C. Topico

Jebryl T. Javier

Karen Joyce P. Ilar

OFFICE OF THE ASSOCIATE DIRECTOR FOR BIOMEDICAL ENGINEERING/ CLINICAL ENGINEERING DEPARTMENT

Welsley Fajardo

Kris Edler Judicpa

INFORMATION TECHNOLOGY GROUP

Hanzel Jay De Castro

Nathanael C. Cariaga