



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

Citystate Centre, 709 Shaw Boulevard, Pasig City
 Call Center: (02) 8441-7442 | Trunkline: (02) 8441-7444
www.philhealth.gov.ph



PhilHealth's Internal Training Programs for CY 2018*

Activity	Objectives	Target Participants
CREATING TRANSFORMATIVE LEADERS		
Leadership/Supervisory	Update supervisors of the latest trends and practices on supervision.	Central Office and PhilHealth Regional Office
SPMS Reorientation for Supervisors	Update the knowledge and skills of supervisors on the revised Strategic Performance Management System	Central Office
ENHANCING FUNCTIONAL COMPETENCIES		
Advance Module Writing	Aims to equip participants specially those who are involved in handling training programs in their respective offices with the knowledge and skills on module preparation and training design	Central Office and PhilHealth Regional Office
Building Productivity Through Emotional Intelligence	Develop/enhance the knowledge and skills of employees in understanding and managing their emotions and its positive effects on work productivity	Central Office
Business Writing	Improve competency of participants in business communication, specifically in business writing	Central Office and PhilHealth Regional Office
Capability building for surveyors on Contracting of HCIs	Develop/enhance/update knowledge and skills of employees in conducting surveys for contracting of Health Care Institutions	Central Office
Capability Program for HRD and PRO HRU	Develop/enhance the knowledge and skills of HR Practitioners on Human Resource Management and Development	Central Office and PhilHealth Regional Office
Communication Skills	Develop/enhance employees' communication skills that shall support good human relations and work productivity	Central Office and PhilHealth Regional Office



Completed Staff Work (CSW)	Prepare the competencies of employees in handling projects from beginning to end	Central Office
Conflict Management	Program is intended for those who have experienced conflicts to train them on how to manage conflict situation and bring about the best possible resolution. The course also aims to promote good working relationship between co-workers and create a more conducive workplace environment.	Central Office
CSC Eligibility Review	Aims to provide support to the employees who needs to acquire civil service eligibility for their personal and career advancement.	Central Office and PhilHealth Regional Office
Continuing Professional Education	Aims to support the capability building of employees as requirement for the renewal of their professional license	Central Office
Developing the Medium Term Corporate Infrastructure Plan	Develop/enhance knowledge and skills in Strategic Planning	Central Office
Driving Skills	Aims to promote/improve professional ethics among drivers of the corporation in the performance of their duties and functions to their passengers in the corporation	Central Office and PhilHealth Regional Office
Events Marketing	Develop/enhance knowledge and skills of the Corporate Affairs Team in marketing of PhilHealth Brand, services and benefits through promotional events	Central Office
Feature Writing for Information Officer designates	Develop/enhance knowledge and skills of Corporate Affairs Team and Selected Employees in writing articles for PhilHealth Programs, Projects and Activities	Regional Office
Fundamentals of IT Auditing	Develop knowledge and skills of new Auditors in conducting IT Audit	Central Office
Handling Difficult Customer Situations	Equip employees with the skills in understanding customers and how to handle the most challenging character of a customer.	Regional Office
ICT Policies and Standards Awareness	Develop awareness among employees on the information communication technology policies and standards	Central Office
Internal Audit Report Writing	Aims to orient the Internal Auditors of IAG in order to gain knowledge and skills required in compliance to the requirement of the PhilHealth Internal Audit Manual (PIAM).	Central Office



ISMS General Awareness Training (Train the Trainer)	Develop trainers for the Information Security Management Systems	Central Office
IT Coordinator Seminar	Train IT Coordinators on the IT policies, Standards and their roles as IT Coordinators	Central Office
Legal Researchers/Legal Assistants Training	Skills training for Legal Researchers and Legal Assistants	Central Office
Monitoring and Evaluation	Develop/enhance skills of employees in monitoring and evaluation of programs/projects	Central Office
MS Excel	Aims to improve the capability of the organization in computer skills	Central Office and PhilHealth Regional Office
Newly Developed/Enhanced Information System/Application	Train implementers on the newly developed/enhanced information system/application	Central Office
Occupational Safety and Health	Develop/enhance knowledge and skills of employees on occupational health and safety standards in their respective workplace	Regional Office
Office Management and Administration Skills	Develop/enhance knowledge and skills of employees on all facets of effective and efficient office management and administration	Central Office
Orientation on Financial Statements for Decision Makers	Program for officers to gain understanding on the financial statements for sound decision making.	Central Office
Orientation on Newly Acquired or Deployed IT Resource/IT Solution	Develop knowledge and skills of employees on newly acquired or deployed IT Resource or IT Solution	Central Office
Photo Journalism	Train Corporate Affairs Team and Designates on photography for journalism	Central Office
Policy Development	Aims to enhance/develop those employees in the corporation involved in the policy making activity and make sure that policy development is at par with both local and international standards	Central Office
Power Presentations	Develop/enhance knowledge and skills of officers/employees in preparation and delivery of powerful presentations	Regional Office
Legal Forum / Anti-fraud Training	Develop/enhance knowledge and skills of Legal Officers and Staff on policies and processes pertaining to the quasi-judicial function of the Corporation	Regional Office
Proficiency Enhancement for SBAC	Develop/enhance knowledge and skills of participants on procurement law and its implementing rules and regulations	Central Office



Property and Supply Management System	Understand the current and new provisions of Republic Act 9184 in terms of Property and Supply Management	Central Office and PhilHealth Regional Office
Public Speaking	Designed to equip PhilHealth Officers and Employees with the platform skills they need and be able to speak before stakeholders and decision makers anytime and anywhere, about any subject matter even without notes and PowerPoint, and despite limited time for preparations	Central Office and PhilHealth Regional Office
Research Methods, Monitoring and Evaluation	Develop/enhance skills of employees on research for program monitoring and evaluation	Central Office
Risk Assessment Workshop under ISMS	Develop/enhance the knowledge and skills of participants in conducting risk assessment for information security management	Central Office
Standard Operating Procedures Writing	Develop/enhance the knowledge and skills of participants in documentation of standard operating procedures	Central Office
Surveyors on Benchbook for non-hospital facilities	Develop/enhance/update knowledge and skills of employees in conducting surveys for accreditation using Benchbook Standards	Central Office
Treasury Management Skills Training	Develop/enhance the knowledge and skills of participants in interpreting policies and standards on treasury management	Central Office
Work Improvement Tools and Techniques	Develop/enhance the knowledge and skills of participants in using various tools and techniques on improving work processes and standards	Central Office
Workshop on Privacy Impact Assessment Per Area	Develop/enhance the knowledge and skills of participants in privacy impact assessment	Central Office
ESTABLISHING A CULTURE OF EXCELLENCE		
Frontline Service Provider Empowerment (FSPE-ARTA)	Develop/enhance knowledge and skills of frontliners on the Ease of Doing Business, PhilHealth Services and Handling Customer	Regional Office
Interpersonal and Customer Effectiveness	This program shall cover the Core Competency People Orientation defined as demonstration of respect and appreciation for each person regardless of background, age, gender disability, values, lifestyle, perspectives, or interests, good human relations or ability to interact well with all types of people, whether customers, co-workers or stakeholders.	Central Office and PhilHealth Regional Office



Workshop on Module Development for the Nurturing a Culture of Accountability	Training participants to be an advocate for a culture of accountability and begin veering away from feeling of helplessness, overcome attitude and behavior associated with a victim mindset and move towards making changes under their own control.	Central Office
Training of Trainers for Nurturing a Culture of Accountability	Cascade of the framework on Accountability (Change the Culture, Change the Game) and to prepare trainers on the key concepts, principles and processes of Nurturing a Culture of Accountability as proposed by the book Change the Culture, Change the Game	Central Office and PhilHealth Regional Office
Nurturing a Culture of Accountability	Offers a simple, common language for talking about and exercising personal accountability. For participants to begin veering away from sense and feeling of helplessness, overcome attitudes and behavior associated with a victim mindset and move towards making changes under their own control.	Central Office
Training for Trainers on Organizational Effectiveness	To give the organization an opportunity to revisits assets and liabilities that may have been detrimental to the improvement of the system. It captures organizational performance plus the different internal performance outcomes normally associated with more efficient and effective operations.	Central Office and PhilHealth Regional Office
Organizational Effectiveness	Focuses on Organizational performance (internal) normally associated with more efficient and effective operations, it aims to strengthen team work and drive for excellence	Central Office
Personal Mastery: The Road to Commitment, Integrity and Accountability	Aims to build a strong foundation for newly hired employees (casual/permanent) in the corporation and make sure that they understand the concept of integrity and accountability and choose to practice the key behaviors always.	Central Office

IMPLEMENTING MANDATORY CAPABILITY-BUILDING PROGRAMS

Employee Orientation	Prepare the new hires for their job: Orientation on the PhilHealth Mandate, Vision, Mission Values (VMV) and relevant policies and standards pertaining to human resource management and development	Central Office and Regions
Government Procurement Reform Act (RA 9184) and its revised IRR and Updates	Develop/enhance knowledge and skills of employees on Government Procurement Reform Act (RA 9184) and its revised IRR	Central Office



ISO 27001 General Awareness Training for Management	Develop/enhance knowledge and skills of Management in standards for ISO 27001	Central Office
ISO 27001 Implementation Training under ISMS	Develop/enhance knowledge and skills of employees on standards for ISO 27001	Central Office
ISO 27001 Internal Audit Training of ISMS	Develop/enhance knowledge and skills of Internal Quality Auditors on the standards for ISO 27001	Central Office
ISO 9001:2015 Lead Auditor (Quality Management System) Training Course	Develop/enhance knowledge and skills of Internal Quality Auditors as Lead Auditors for ISO 9001:2015	Central Office
IT Disaster Preparedness	Develop/enhance knowledge and skills of employees in Disaster Management and Preparedness to be able to handle themselves and their family in times of disaster	Central Office
Preparing for Life After Work	Prepares retirees on their life after their retirement to help them be productive and happy member of the Philippine Society	Central Office and PhilHealth Regional Office
Basic Life Support Program	Designed for non-healthcare providers and to ultimately empower them to save lives by training them to respond to certain emergencies and to do basic CPR within their scope of practice and in out of hospital settings.	Central Office

