

**MINISTRY OF HEALTH REPUBLIC OF INDONESIA
NATIONAL CARDIOVASCULAR CENTER HARAPAN KITA**



2019 PERFORMANCE AGREEMENT

In order to implementing effective, transparent, and accountable with result oriented government management, hereby we who sign this agreement letter:

Name : Dr. dr. Iwan Dakota, Sp. JP (K)., MARS
Occupation : President Director of National Cardiovascular Center
Harapan Kita

hereinafter will be called the first party

Name : dr. Bambang Wibowo, Sp. OG (K)., MARS
Occupation : General Director Health Services

as the first party superintendent, hereinafter will be called second party

The first party swore to achieve performance target attached, in order to achieve medium term performance target that have been decided in document plan. The success or failure of the performance target will be our responsibility

The second party will supervise and evaluate the performance implementation and will give reward or penalty in any given situation.

Jakarta, 19 December 2018

Second Party

First Party,

dr. Bambang Wibowo, SpOG(K), MARS
NIP 196108201988121001

Dr. dr. Iwan Dakota, Sp.JP(K)., MARS.
NIP 196601011996031001

2019 PERFORMANCE AGREEMENT
NATIONAL CARDIOVASCULAR CENTER HARAPAN KITA

No.	Objectives	Performance Guideline	Target
(1)	(2)	(3)	(4)
1.	Stakeholder satisfaction achieved	1. The level of hospital health (PPK BLU) 2. Employee satisfaction level 3. Pupil satisfaction level (undergraduate and specialist program pupil of Medicine Faculty at University of Indonesia) 4. The most satisfied and satisfied patient percentage	85 85% 83% 87%
2.	Achieved of NCVC Harapan Kita as national referral	5. The success rate percentage of heart surgery who perform by coachee Integrate Heart Center 6. Success rate percentage of difficult cases	90% 95%
3.	Achieved of NCVC Harapan Kita strategic role	7. Number of national recommendations made 8. Number of promotive and preventive program implemented	1 1
4.	Achieved of excellent service, education and research on AHS	9. Number of translational researches applied 10. On-time graduate of cardiology specialist program pupil percentage (≤ 9 semester) 11. Cardiovascular medical indicator achieved percentage 12. Good handled complain percentage 13. National/International Accreditation 14. Foreign country fellowship participant number	1 72,50% 90% 95% Accredited 1
5.	Achieved of National and International Cooperation on services, education and research	15. Number of national recommendations made	11
6.	Achieved of excellent services	16. The percentage of patient number increasing on excellent services	5%
7.	Achieved of effective referral system	17. Effective referral percentage 18. Refer back patient percentage	60% 30%
8.	Secured of business process quality and integration	19. The percentage of door-to-balloon time case (less than 90 minutes) 20. The percentage of quality audit that implemented	95% 100%
9.	Achieved of facility and infrastructure management system	21. The percentage of compatibility of facility and infrastructure with MFK standard accordingly to the 2016-2019 Masterplan	95%

No.	Objectives	Performance Guideline	Target
(1)	(2)	(3)	(4)
10.	Achieved of CV services and education standard in various health services	22. The number of Integrate Heart Center that implement Cardiovascular Clinical Practice Guideline	1
11.	Achieved of HIS integration	23. IT corporate maturity level	2,7
12.	Achieved of excellent competent and experienced staff	24. Excellent performance staff percentage 25. Number of functional medical staff who enroll training program in foreign country (acquiring competent certification)	95% 5
13.	Achieved of effective governance and remuneration	26. GCG corporate score	95%
14.	Achieved of effective performance culture and teamwork	27. The index of NCVCHK performance culture	75%
15.	Benefited of resources from outside	28. Above 1 million rupiah joint venture amount	100%
16.	Achieved of revenue growth	29. Revenue growth level	3%
17.	Achieved of budget efficiency	30. Public Service Agency income towards operational cost ration	75%

Program

Management support and other technical assignment implementation on Health Services Coach Program

Budget

Rp. 891.524.880.000,-

Second Party,



dr. Bambang Wibowo, Sp.OG(K), MARS
NIP 196108201988121001

Jakarta, 19 December 2018

First Party,



Dr. dr. Iwan Dakota, SpJP(K), MARS, FACC, FESC
NIP 196601011996031001