



Technical Education and Skills Development Authority

LABOR MARKET INFORMATION

COVID-19 Health Human Resources

SERIES OF 2020

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COVID-19 Health Human Resources

As of June 2020

I. Background

- On December 31, 2019, the World Health Organization (WHO) received reports of a new strain of coronavirus pneumonia originating in Wuhan, China. Known as the COVID-19, the virus is primarily transmitted from an infected person to others through droplets of saliva or discharge from the nose. As the number of infected rose in the city and beyond, the WHO declared a Public Health Emergency of International Concern on January 30, 2020. On 11 March 2020, the World Health Organization has declared that the COVID-19 is a pandemic.
- As of 27 May 2020, 5,604,461 persons around the world have been infected of the virus, and has recorded 350,752 deaths and 350,752 recoveries.¹ On the same date, 15,049 persons are confirmed cases, with 904 deaths and 3,506 recoveries in the Philippines.²
- Governments are currently scrambling to keep the spread of the disease in check, but this has been a challenge in several respects. In the Philippines, for instance, the first week of the Pandemic saw the Department of Health (DOH) needing significant assistance in enhancing its technical capabilities, in order to ensure speedy processing of information for decision-makers, up-to-date online communication with medical workers and experts, and efficient data gathering for contact tracing. This went hand-in-hand with the large need for health workers and the production of personal protective equipment (PPE) at the time, both of which were impacted negatively as the disease ran its course throughout the country.³
- Thus, the Philippine government mobilized all of its resources to combat COVID-19 in all fronts. With the establishment of the Inter-Agency Task Force (IATF) for the Pandemic, all eyes are now set on looking for solutions to problems that COVID-19 has revealed. One of these potential solutions is technical vocational education and training, or TVET.
- According to the World Bank, TVET can be utilized to address the immediate training needs of health workers, those engaged in the production of PPEs, and those who provide child or eldercare. This is mainly due to the fact that TVET is modular in nature, allowing students to learn at the pace and environment that is applicable to them; directly shifting their subjects to COVID-19 response will help produce students who can act as frontliners.⁴
- In addition to this immediate role, TVET could also be used to help the Philippines transition to a “new normal”. Healthcare workers would see a greater demand, in addition to special caretakers.
- On 16 June 2020, TESDA initiated a consultation with the DOH- Health Human Resources Development Bureau to determine the in-demand jobs and skills requirements to address the COVID-19 pandemic.



¹ COVID-19 Dashboard by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University <https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

² <http://www.covid19.gov.ph/>

³ Department of Health. Bayanihan to Heal as One Act: Accomplishment and Transparency Tracker. Retrieved from: <https://www.covid19.gov.ph/bayanihan-accomplishments-tracker/>

⁴ Hoftijzer, M., Levin, V., Santos, I., and Weber, M. (2020). TVET (Technical and Vocational Education and Training) in the times of COVID-19: Challenges and Opportunities. World Bank Blogs. Retrieved from: <https://blogs.worldbank.org/education/tvet-technical-and-vocational-education-and-training-times-covid-19-challenges-and>

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- The Department of Health issued Memorandum No. 2020-0153 on March 31, 2020, which provided the guidelines for the hiring of additional health workers in response to the Pandemic. As it currently stands, the need for health-related skills are high in the following occupations:

POSITION	BASIC SALARY	QUALIFICATIONS (Based on CSC QS)	AREA OF ASSIGNMENT/ DEPLOYMENT	BRIEF DESCRIPTION OF FUNCTIONS
Medical Specialist II	Php 75,359	(based on CSC AO 1, s. 1999) Education: Doctor of Medicine with a certificate as Fellow and/or Diplomate of the relevant accredited specialty society Eligibility: RA 1080	<ul style="list-style-type: none"> Level 2 and 3 Hospitals 	<ul style="list-style-type: none"> Provides medical services to patients needing specialty care (management of comorbid conditions, critical care, etc.) Provides technical advice on treatment guidelines and pathways Attends to referrals needing expert opinion and management
Medical Officer III	Php 59,353	Education: Doctor of Medicine Eligibility: RA 1080	<ul style="list-style-type: none"> Level 2 and 3 Hospitals Temporary treatment and monitoring facilities Temporary quarantine facilities 	<ul style="list-style-type: none"> Conducts medical diagnosis and treatment of patients Coordinates patient care with allied medical health team
Nurse II	Php 32,053	Education: Bachelor's Degree in Nursing Eligibility: RA 1080	<ul style="list-style-type: none"> Hospitals Temporary treatment and monitoring facilities Temporary quarantine facilities 	<ul style="list-style-type: none"> Provides nursing care services and serve as navigator for patients needing referral
Medical Technologist II	Php 32,053	Education: Bachelor's Degree in Medical Technology or BS Public Health Eligibility: RA 1080	<ul style="list-style-type: none"> Hospitals laboratory COVID-19 Diagnostic Facility 	<ul style="list-style-type: none"> Performs various laboratory procedures and tests for COVID patients Participates in the QA testing of testing kits or other COVID related equipment/supplies as appropriate
Respiratory Therapist II	Php 29,277	Education: Bachelor's Degree relevant to the job Eligibility: Career Service (Professional)	<ul style="list-style-type: none"> Hospitals Temporary treatment and monitoring facilities 	<ul style="list-style-type: none"> Provides cardio-pulmonary services and monitoring of results of respiratory care
Radiologic Technologist II	Php 32,053	Education: Bachelor's Degree in Radiologic Technology Eligibility: RA 1080	<ul style="list-style-type: none"> Hospitals 	<ul style="list-style-type: none"> Performs basic radiologic technical procedures and administrative functions (such as inventory of supplies, records maintenance, workplace cleanliness)
Medical Equipment Technician III (Mechanical Ventilator Technician)	Php 22,316	Education: Completion of relevant two years studies in college or completion of relevant medical laboratory technician course Eligibility: Equipment Technician	<ul style="list-style-type: none"> Hospitals 	<ul style="list-style-type: none"> Conducts preventive and corrective maintenance for all medical equipment Monitors equipment inventory Identifies equipment for disposal
Nurse Attendant II	Php 15,524	Education: Elementary School Graduate	<ul style="list-style-type: none"> Hospitals 	<ul style="list-style-type: none"> Assists nurses in the delivery of basic patient care services Maintains order and cleanliness in the station and treatment areas Performs clerical work as necessary
Administrative Aide IV (Ambulance Driver)	Php 13,807	Education: Elementary School Graduate Eligibility: Professional Driver's License	<ul style="list-style-type: none"> Hospitals Temporary treatment and monitoring facilities 	<ul style="list-style-type: none"> Ensures safe transport of patient and medical staff Performs periodic vehicle (ambulance) maintenance
Administrative Assistant II	Php 17,505	Education: Completion of 2-year studies in college or High School Graduate with relevant vocational/trade course	<ul style="list-style-type: none"> PESU/RESU 	<ul style="list-style-type: none"> Encodes data in PIDSR, ESR, FHSIS and other program-specific data systems Follows up on missing data with the support of Disease Surveillance Officers and the Surveillance Coordinator



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- A separate Administrative Order, no. 2020-0016, was issued on May 4, 2020 expanded upon the aforementioned, detailing the minimum human resource requirements that every provincial and local healthcare facility in the country should observe . Each facility is instructed to have:
 - At least one (1) dedicated epidemiology and surveillance officer for every 100,000 individuals in a city or municipality
 - At least one (1) trained contact tracing personnel for every 800 population.
 - At least one active Barangay Health Emergency Response Team for every 1,000 individuals corresponding to the staffing required to ensure BHERT mandates are met
 - At least 10 staff per province are trained on proper collection, packaging and transportation of samples for COVID-19 testing
 - A roster of trained and experienced health care workers to manage suspects, probable and confirmed cases in the different health facilities working in rotation and with ongoing training and provided with updated guidelines.

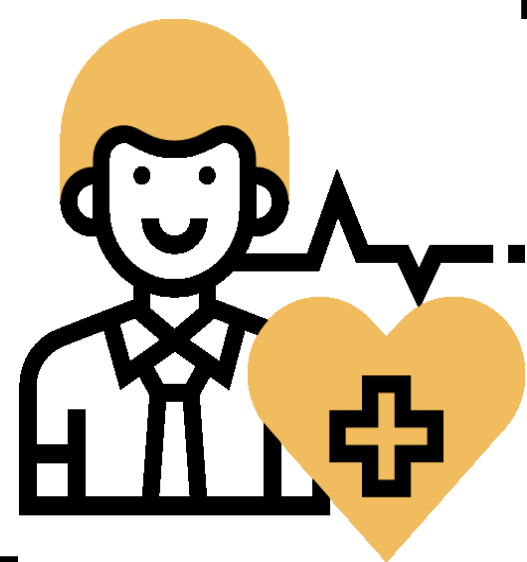
Health Human Resources' Functions

Contact Tracer

- Contact tracers are personnel who are tasked to identify and track down the people who interacted with an infected individual. They are expected to be able to do data gathering, and to interview cases and close contacts to gather data on travel history and conduct a health assessment and advocating public health.
- The Department of Interior and Local Government (DILG) is in charge of hiring contact tracers.
- According to the DOH-HHRDB, the contact tracers can also be deployed in the DOH accredited testing laboratories. At the testing laboratory, contact tracers are also expected to perform swabbing, as well as data encoding.
- Ideally, the contact tracers should be graduates of health or allied health courses. Graduates of Caregiving NC II, Barangay Health Services NC II, Health Care Services NC II and Emergency Medical Services NC II can be employed as contact tracers.

Swabber

- Covid-19 swabbers are deployed in the swabbing centers and in DOH-accredited testing laboratories.
- The minimum requirement for swabbers is that they should be graduates of health or allied health course. Graduates of Caregiving, Barangay Health Service, Health Care Services, Emergency Medical Services can be employed as swabbers.



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Data Encoder

- Data encoders are deployed in testing centers, quarantine facilities and laboratories to encode testing result details.
- The number of data encoders hired varies depending on the number of booths available at a testing center/quarantine facility/laboratory. Likewise, the number of booths depending on the size of the facility.

Administrative Assistant

- They are hired in Temporary Treatment and Management Facilities (TTMFs) to maintain the quarantine facility by doing laundry, changing the beddings, disinfection etc. The competencies of the Administrative Assistant is similar to Caregiving.

Nursing Attendant/Admin Aide

- They are hired as housekeepers in the hospitals. Their responsibilities include laundry of hospital materials and disinfection of the hospital. The entry requirement is elementary graduate.

Workers for Telemedicine

- Those who are hired are preferably Health or Allied Health graduates.
- DOH has partnered with the Philippine General Hospital (PGH) for telemedicine.

The following are the skills identified as critical to be included in all health related qualifications:

- Data Encoding
- Disinfecting protocols and on the proper use of Personal Protective Equipment (PPEs).
- Resiliency has been identified as a critical soft skill, Workers should be able to manage their feelings of anxiety and depression.

Employment Arrangements

- The emergency hiring of DOH is through Contract of Service, with at least three (3) months of engagement, and subject to renewal.
- The personnel that will be hired by DOH can be deployed in their various health facilities.



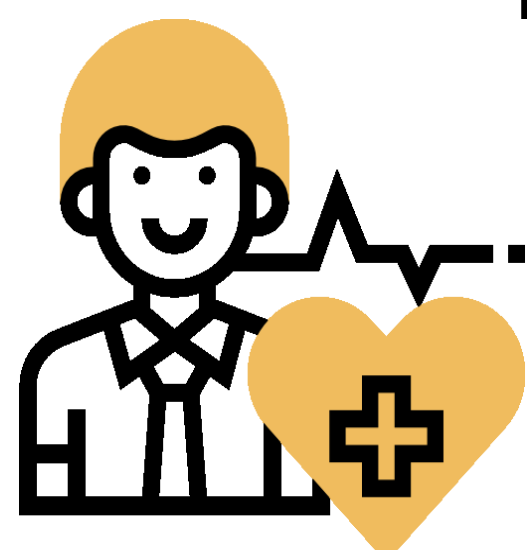
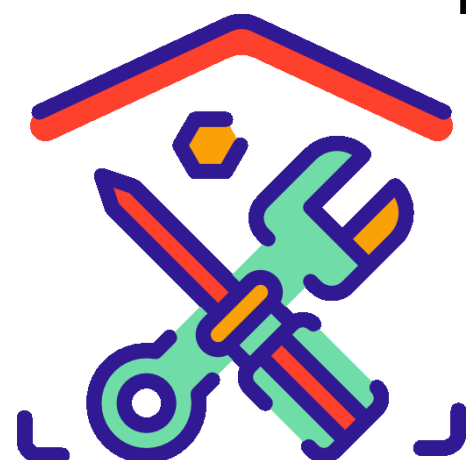
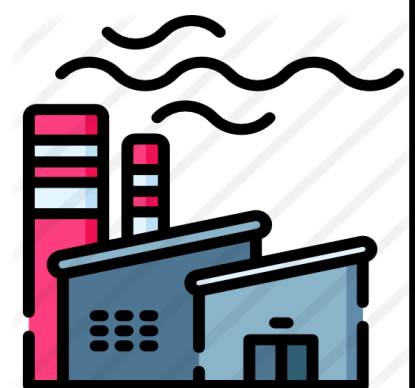
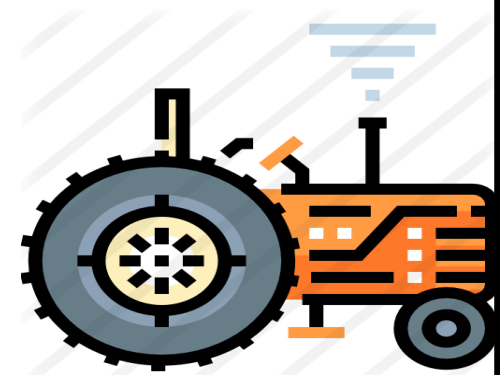
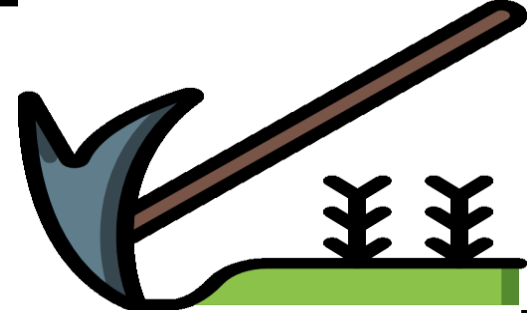
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The following are the DOH Health Facilities that are hiring as of 8 June 2020:

HEALTH FACILITY	CITY / PROVINCE	POINT PERSON	CONTACT NUMBER	EMAIL ADDRESS
DOH-Designated COVID-19 Diagnostic Facilities				
San Lazaro Hospital	Manila	Ms. Glizel Larizze Regala	(02)53099546	slhrmd@gmail.com
Baguio General Hospital and Medical Center	Baguio City	Ms. Vilma O. Moltio	09230203478	jvmoltio@yahoo.com ; bghmchrmo@gmail.com
Western Visayas Medical Center	Iloilo City	Ms. Corazon Berjes	(033) 321-2531; (033) 321-2841 to 49 local 213	
Vicente Sotto Memorial Medical Center	Cebu City	Ms. Amparo G. Comia	639339249029	amps_comia@yahoo.com.ph
DOH Central Visayas CHD Molecular Laboratory		Ms. Monette L. Zuñiga (CHD-Central Visayas)	9338161399; (032)418-7005	hrhforCovid.chd7@gmail.com
DOH Retained and Specialty Hospitals				
Quirino Memorial Medical Center	Quezon City	Ms. Eloisa M. De Jesus	5304-9800 local 5013, 7011	qmhc.hr@gmail.com
Conner District Hospital	Apayao	Ms. Remedios S. Carian	0906-952-8092	connerdistricthospital@yahoo.com
Far North Luzon General Hospital and Training Center	Apayao	Ms. Joyce A. Baluscang	0917-678-7005	baluscangjoyce@gmail.com
Luis Hora Memorial Regional Hospital	Mt. Province	Ms. Pamela C. Pakipac	0998-576-6470	lhmrh.hrmo@gmail.com
Region 1 Medical Center	Pangasinan	Engr. Tristan B. Juaiting	075-515-8916	hrmo.r1mc@gmail.com
Southern Isabela Medical Center	Santiago City	Mr. Nickson Balani	0906-769-2487	recruitment.simc@gmail.com; hrmo.sigh@gmail.com
Jose B. Lingad Memorial Regional Hospital	Pampanga	Mr. Adrian P. Carreon	0923-466-7284; 045-409-669	jblmrh.recruitment@gmail.com
Mariveles Mental Wellness and General Hospital	Bataan	Lea-Jean M. Payong	0920-664-0257	mmhpersonnel@yahoo.com
Dr. Paulino J. Garcia Memorial Research and Medical Center	Cabanatuan City	Michael S. Reyes	0917-715-2267	dr.pjgmrhc.hr@gmail.com
Talavera General Hospital	Nueva Ecija	Ms. Crystal Grace Bagasao	0977-194-6626	cg03deguzman@gmail.com
Batangas Medical Center	Batangas City	Ms. Merlita P. Dampil	0945-835-2454	hrmo.batmc@gmail.com
Culion Sanitarium and General Hospital	Palawan	Ms. Mary Grace F. Non	0915-153-4534	hrmo_culsan@yahoo.com
Ospital ng Palawan	Puerto Princesa City	Ms. Melba C. Mendoza	(048) 434-6864	onp.hrmo@gmail.com
Bicol Medical Center	Naga City	Ms. Violeta E. San Joaquin	9499879129	bmchrmo2019@gmail.com
Bicol Regional Training and Teaching Hospital	Legazpi City	Ms. Flor M. Octavo	0917-400-1380	hrmo_brth@yahoo.com
Bicol Regional General Hospital and Geriatric Medical Center	Camarines Sur	Ms. Romina Ignacio	0949-173-9365	hr.bicolsanitarium@gmail.com
Western Visayas Sanitarium	Iloilo City	Ms. Grace S. Piamonte	0908-877-3071	wvshr_gsp@yahoo.com
Eastern Visayas Regional Medical Center	Tacloban City	Ms. Maria Regina G. Martinez	9272235420	evrmchrms.rs@gmail.com
Dr. Jose Rizal Memorial Hospital	Zamboanga del Norte	Mr. George M. Agayan	0956-086-6145	djrmhhumanresource@gmail.com; georgeagayan@gmail.com
Labuan General Hospital	Zamboanga del Sur	Dr. Waldo M. Mandai	0917-874-4185	Doc_mandai@ymail.com; Lphmodept@gmail.com
Mindanao Central Sanitarium	Zamboanga City	Anna Marie M. Ventura	0936-152-9453	mcs.hrmo@gmail.com
Zamboanga City Medical Center	Zamboanga City	Ms. Ramona Rebelina T. Perez	(062) 991-2934; 09756771815	ramonaraperez56@gmail.com
Swabbing Centers				
Enderun Tent	Taguig City	Ms. Girlie Lopez	0923-5337672; 02-5310015 loc. 305	girliedlopez_1220@yahoo.com
Mall of Asia Arena	Pasay City			
Palasyo de Maynila Tent	Manila	Ms. Cecile Lopez	9179742081	chd3_personnel@yahoo.com
Philippine Arena Complex	Bulacan			
LGU Hospitals/RHU/MHO				
Bacolod City Health Office	CHD VI - Western Visayas	Ms. Cristian Mae S. Cordero	0942-945-6932	dohro6hrdu@gmail.com
Bugasong Medicare Community Hospital				
Rep. Pedro G. Trono Memorial Hospital				
Sta. Barbara Rural Health Unit				
Igaras Municipal Health Office				
Pototan Rural Health Unit				
Zarraga Rural Health Unit				
Dr. Ricardo Y. Ladrado Memorial District Hospital				
Lorenzo D. Zayco District Hospital				
Valladolid District Hospital				
Federico Roman Tirador Sr. Memorial District Hospital	CHD IVB - MIMAROPA	Ms. Hasmin Cajana	912-0195 loc. 419	cajanahasmin@gmail.com
St. Therese Hospital				
Lubang District Hospital				
Oriental Mindoro Southern District Hospital				
Occidental Mindoro Provincial Hospital				
Oriental Mindoro Provincial Hospital				
San Jose District Hospital Occidental				
San Jose District Hospital (Romblon)				
Romblon District Hospital				
Romblon Provincial Hospital				
Southern Palawan Provincial Hospital				
Roxas Medicare Hospital				
Marinduque Provincial Hospital				



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Temporary Treatment and Monitoring Facilities (TTMF)				
Anilao National High School	CHD VI - Western Visayas	Ms. Cristian Mae S. Cordero	0942-945-6932	dohro6hrdu@gmail.com
San Enrique Municipal Temporary Treatment And Monitoring Facility				
Pavia Pilot Elementary School				
Margon'S Hotel				
Maasin Central Elementary School				
Don Salvador Benedicto Memorial District Hospital Temporary Treatment And Monitoring Facility				
Tigbauan Central Elementary School				
Mambusao Temporary Treatment And Monitoring Facility				
Buenos Aires Mountain Resort				
Duenas Central Elementary School				
KALAHI-CIDSS				
Madalag Ligtas Covid Center				
San Miguel Municipality Treatment And Monitoring Facility				
Dumangas Evacuation Center				
Camp Pasica Pgsc Treatment And Monitoring Facility				
New Lucena Crisis Center				
Leganes Central Elementary School				
Bayanihan Field Center - Iec Cebu City	CHD VII - Central Visayas	Ms. Monette L. Zuñiga	0933-816-1399; (032) 418-7005	hrhforcovid.chd7@gmail.com
Cebu City Isolation Facility				
DOH Central Visayas Covid 19 Center				
BJMP				
Cebu City Jail	CHD VII - Central Visayas	Ms. Monette L. Zuñiga	0933-816-1399; (032) 418-7005	hrhforcovid.chd7@gmail.com
Mandaue City Jail				

The following are the DOH-accredited testing centers:

Region	Cartridge - Based PCR			rRT PCR			Grand Total
	PRIVATE	PUBLIC	Total	PRIVATE	PUBLIC	Total	
CAR					1	1	1
NCR		3	3	14	10	24	27
1		2	2		2	2	4
2		1	1				1
3		1	1	1	2	3	4
4A				2	1	3	3
4B		2	2				2
5		1	1		1	1	2
6					2	2	2
7				1	2	3	3
8				1	1	2	2
9		1	1		1	1	2
10		1	1		1	1	2
11		1	1	1	1	2	3
12	1	1	2				2
Grand Total	1	14	15	20	25	45	60

Source: Department of Health – Health Facilities and Services Regulatory Bureau

Training Capacity of DOH/LGUs

- Currently, the hired contact tracers only attend a 1-day orientation prior to the deployment to their assignments.
- The TTMFs in the local government units, and their respective facilities managers can be tapped as trainers.
- The DOH-accredited testing centers can be tapped as training venues for the contact tracing training.
- The DOH has existing materials relevant to COVID-19 at <https://covid19.healthypilipinas.ph/resources>.



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II. TVET Capacity

□ Functions vis-à-vis Training Regulations

- Listed below are the health-related functions that are needed to combat the pandemic and their related TESDA Training Regulations (TRs) :

Function	TESDA TR (as of December 2019)
Immediately	
Contact Tracer	None <i>(Per DOH graduates of TVET Health related qualifications can be considered)</i>
Swabber	None
Data Encoder	All TESDA Training Regulations in Health Sector have related competency on Data Encoding <i>(source: QSO)</i>
Administrative Assistants	Customer Services NC II Contact Center Services NC II
Medical Equipment Technician (Mechanical Ventilator Technician)	Biomedical Equipment Services NC II
Nursing Assistant	Health Care Services NC II
Ward Assistant	None
Ambulance Driver	Driving NC II
Barangay Health Worker	Barangay Health Services NC II
Immediate to Medium-Term	
Nursing Attendant/Admin Aide	none
Workers for Telemedicine	Health or allied health TRs

□ Enrolled, Graduates, Assessed and Certified, 2019

TESDA TR	Enrolled	Graduates	Assessed	Certified
Biomedical Equipment Services NC II	113	58	268	231
Health Care Services NC II	4722	2900	8,920	8,684
Customer Services NC II	380	325	2,564	2,541
Contact Center Services NC II	15747	13407		
Driving NC II	35,663	31,564	53,825	51,253
Caregiving NC II	14527	11004	30,263	29,043
Barangay Health Services NC II	345	344	721	679
Emergency Medical Services NC II	734	435	2,714	2,186

Source: TESDA T2MIS, Certification Office



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Registered Programs and TVIs (as of February 2020)

TESDA TR	No. of Registered Programs	No. of TVIs
Biomedical Equipment Services NC II	7	6
Health Care Services NC II	243	240
Customer Services NC II	15	15
Contact Center Services NC II	193	182
Driving NC II	509	417
Caregiving NC II	530	337
Barangay Health Services NC II	20	20
Emergency Medical Services NC II	23	23

Source: TESDA Certification Office

NTTC Holders, CY 2019

TESDA TR	No. of NTTC Holders
Biomedical Equipment Services NC II	10
Health Care Services NC II	515
Customer Services NC II	101
Driving NC II	1333
Caregiving NC II	888
Barangay Health Services NC II	72
Emergency Medical Services NC II	96

Source: TESDA Certification Office

Assessment Centers (AC) and Competency Assessors (CA), CY 2019

TESDA TR	No. of AC	No. of CA
Biomedical Equipment Services NC II	3	7
Health Care Services NC II	110	193
Customer Services NC II	16	36
Driving NC II	275	523
Caregiving NC II	151	285
Barangay Health Services NC II	18	26
Emergency Medical Services NC II	15	32

Source: TESDA Certification Office



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III. Conclusion and Recommendations

- ❑ TESDA to facilitate the development of training programs on the following qualifications identified as immediately needed but do not have corresponding or equivalent TR: 1) contact tracer; 2) swaber; and 3) ward assistant
- ❑ On immediately needed qualifications but with related or corresponding TR should be reviewed to determine whether the competencies covered are applicable to the needs of the health sector, specifically in addressing COVID-19. Relevant competencies can be adopted while lacking competencies will be incorporated in consultation with the health experts to develop the applicable training programs.
- ❑ TESDA to engage the DOH in the following:
 - development of course content/learning materials
 - Tapping the TTMF facilities managers as trainers for the contact tracing course
 - Tapping the DOH-accredited testing centers as training venues for the contact tracing training; and
 - Employment of graduates of health-related qualifications.
- ❑ Graduates of health-related programs can be considered as priority in the conduct of training for those that identified as immediately needed like the contact tracers, swabbers or data encoders since they already have acquired basic competencies relevant to the program.
- ❑ TESDA should also engage the DILG and the local government units (LGUs) on the following:
 - training of contact tracers and barangay health workers since they handle the centers, and
 - Facilitating the employment of trained individuals in the LGUs.
- ❑ TVET training programs should incorporate the teaching of resiliency as part of managing risks of combatting the pandemic not only on immediately needed qualifications but as well as to other health related qualifications during review/evaluation.
- ❑ In response to the new normal for the health sector, TESDA should do the following:
 - Develop a program for nursing aide/admin aide that will address the requirement for hospital laundry and disinfection.
 - Develop programs that will help graduates be employed in the telemedicine services.





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