

Patients Scorecard

Quality of Care and Patient Stewardship	FY2022	FY2023
Percentage of Value-Driven Outcomes (VDO) at or above international benchmarks ¹	Established baseline of 94.3% for 113 outcome indicators across 8 VDO procedures ²	Achieved 95.7% for 157 outcome indicators across 8 VDO procedures
Percentage of billing estimate accuracy ³ in our core markets ⁴	85% in Malaysia and Singapore	Increased to 87% in Malaysia and Singapore
Percentage of A&E admissions achieved within one hour of doctors' instructions in our core markets ⁴	Put in place plans to establish baseline in 2023	Baseline established at 54.6%
Number of core markets ⁴ in top quartile of NPS	Establishing country benchmarks against other healthcare providers	Appointed a third party survey company to establish NPS benchmarks

Healthcare Digitalisation	FY2022	FY2023
Number of our patients who have access to their medical records online	6.5 million	7.49 million

Data Privacy and Security	FY2022	FY2023
Number of substantiated complaints concerning breach of customer privacy and loss of patient data	Nil	Nil

¹ International benchmarks are derived from published medical literature in peer-reviewed journals.

² Based on VDO procedures that BUs have currently implemented.

³ Baselined bill estimate accuracy rate for our hospitals in Singapore and Malaysia. Accuracy rate based on percentage of elective surgical admissions with matching procedures, length of stay (equal or less), and bed type (equal value or less), and within the upper bound of bill estimate.

⁴ Our core markets refer to Malaysia, Singapore, India, and Türkiye.