ABOUT KPJ HEALTHCARE BERHAD

WHAT WE DO

KPJ HAS A RESILIENT BUSINESS MODEL, DRAWN FROM OUR 38 YEARS’ EXPERIENCE IN THE MALAYSIAN PRIVATE HEALTHCARE INDUSTRY.

OUR VALUE ECOSYSTEM CENTRES ON MANAGING A NETWORK OF SPECIALIST HOSPITALS, SUPPORTED BY STRATEGIC INVESTMENTS IN A DIVERSIFIED PORTFOLIO. WE ARE IN A POSITION TO CREATE SUSTAINABLE LONG-TERM VALUE FOR ALL OUR STAKEHOLDERS.

**HOSPITAL OPERATIONS**

Our Hospital Operations division plays an integral role in supporting the smooth running of our network of hospitals through:

- Continuously reviewing and streamlining processes
- Enhancing hospital systems
- Expanding existing hospitals’ capacities to cater to market demand
- Structured professional development

**NEW HOSPITAL DEVELOPMENT**

The New Hospital Development together with the Business Development Unit are responsible for expanding KPJ’s network of hospitals through adaptations or changes in the business model for new hospital development, such as design, build and lease models, or joint venture concepts to reduce gearing.

**CLINICAL OPERATIONS**

Our Clinical Operations ensures that all the components of clinical governance are in place, with the monitoring of compliance by the Group Medical Advisory Committee to ensure best patient outcomes and ascertaining that patients’ safety is not compromised. It also monitors the performance outcomes of several procedures which are then used to promote KPJ’s healthcare services as a preferred healthcare provider.

**HOSPITAL OPERATIONS**

The role of our Hospital Operations Division is to provide direction and strategies for all hospitals in the KPJ Group. This Division sustainably strengthens core components of our operations - including through the streamlining of operational processes, the enhancement of hospital systems and expansion of organisational capacity. All these provide KPJ with a clear sense of purpose, amidst national and regional market uncertainties and business challenges.

**NEW HOSPITAL DEVELOPMENT**

KPJ’s commitment to continuous growth of both greenfield and brownfield projects have led to increased capacity. The New Hospital Development Division strengthens KPJ’s position as a leading provider of healthcare services in Malaysia.
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AMBULATORY CARE
The provision of outpatient services include the following:
• KPJ KL Dental Specialist Centre
• KPJ KL Rehabilitation Centre
• Haemodialysis services
• Consultant clinical specialists
• KPJ Centre For Sight
• KPJ Wellness & Lifestyle Programme

ANCILLARY SERVICES
Ensure the smooth operations of our network of hospitals through:
• Supply-distribution value chain
• Reducing dependencies on outsourced third party vendors and supplies
• Intrapreneur Companies
• Pharmaceutical
• Sterilisation of Surgical Equipment

DIAGNOSTIC SERVICES
Our Diagnostic Services division drives innovation and growth in KPJ through investments in cutting edge medical technologies and equipment.

EDUCATION
• KPJ Healthcare University College (KPJUC) provides a wide range of medical and healthcare qualifications.
• Malaysia College of Hospitality & Management (MCHM) trains professionals in Culinary Arts, Hotel and Restaurant Management, as well as in Early Childhood Education. For further details for what we do at MCHM, please click onto their website at http://mchm.edu.my/

SENIOR & ASSISTED LIVING CARE
This segment provides customised packages at our three assisted living facilities in Malaysia and one in Australia.
• Home Nursing/Assisted Living Care

HEALTH TOURISM
Positioning KPJ as the preferred provider among international health tourists, aimed at:
• Increasing Group revenue and patient loads by venturing into new markets like Vietnam, Brunei and China
• Boosting KPJ branding regionally and internationally
• Enhancing our patients’ healthcare experience and standards with selected KPJ hospitals having embarked on the patients’ experience quality process
• Promoting Malaysia as a preferred healthcare destination with our extensive network of hospitals nationwide

CLINICAL OPERATIONS
This Division is in charge of developing, implementing and monitoring high clinical standards throughout the Group. Continuous monitoring and compliance are conducted by the Group Medical Advisory Committee (MAC), to ensure KPJ’s consistently high standards of patient safety and treatment outcomes.

AMBULATORY CARE CENTRES
The provision of safe and efficient outpatient services is carried out by KPJ KL Dental Specialist Centre, KPJ Rehabilitation Centre, haemodialysis services, consultant clinical specialists and KPJ Centre for Sight. The KPJ Wellness & Lifestyle Programme is a subscription based membership programme that leverages on the focus of preventive care.
ABOUT KPJ HEALTHCARE BERHAD

DIAGNOSTIC SERVICES
KPJ’s Diagnostic Services Division is a key driver of innovation, with investments in cutting edge medical technology and equipment. This includes pathology and diagnostic services offered by Lablink.

SENIOR & ASSISTED LIVING CARE
Catering to the needs of senior citizens, and individuals who require physical rehabilitation, are five senior & assisted living care services, i.e. Jeta Gardens Retirement Resort in Brisbane, Australia; Sibu Geriatric Health and Nursing Care in Sibu, Sarawak; KPJ Tawakkal Health Centre in Kuala Lumpur; and KPJ Kuantan Wellness Centre, in Kuantan, Pahang; as well as Damai Wellness Centre in Kota Kinabalu, Sabah.

ANCILLARY SERVICES
These companies support the core operations of the Group by sourcing for pharmaceutical and medical consumables to meet the needs of hospitals as well as the provision of sterile services, laundry and inpatient meals.

EDUCATION
KPJ’s education arm, KPJ Healthcare University College (KPJUC), has its main campus in Negeri Sembilan and 2 branches located each in Johor and Penang. Focusing on creating healthcare professionals – from foundation to PhD levels, KPJUC helps KPJ become more competitive as a business.

HEALTH TOURISM
KPJ’s provision of health tourism promotion services is targeted towards international health tourists from new markets such as Vietnam, Brunei and China. Its success is based on regional and international recognition of the KPJ brand as being synonymous with excellent healthcare services and patient outcomes. We play a vital role in promoting Malaysia as the preferred healthcare destination through our extensive network of hospitals nationwide.
WHERE WE OPERATE

KPJ’s regional footprint spans the five countries of Malaysia, Indonesia, Thailand, Bangladesh and Australia, providing treatment and healthcare solutions to over 3 million patients in 2018.

5 COUNTRIES across Asia Pacific

26 SPECIALIST HOSPITALS located throughout the nation

4 OVERSEAS HOSPITALS i.e. in Indonesia, Thailand and Bangladesh.

SENIOR & ASSISTED LIVING CARE
Jeta Gardens, Australia
4 in Malaysia

1 UNIVERSITY COLLEGE
3 COLLEGE

OUR REGIONAL NETWORK AND FOOTPRINT

Hospital
Senior & Assisted Living Care Centres
University College