



HYGEIA GROUP

Model Hospital Management System

**Integrate Every Aspect of Patient Care
with a Hospital Management System**

Innovation at your doorstep

Agenda

- ▼ **HYGEIA Group Profile**
- ▼ Challenges and Trends in the Healthcare Industry
- ▼ Why Model Hospital Management System
- ▼ What is Model Hospital Management System
- ▼ Conclusion

Company Overview



■ **Hygeia Hospital** is an ultra modern general acute care Hospital of 44k sq. m. in the Northern suburbs of Athens, in close proximity to Athens International Airport. The hospital is licensed for 440 beds (active 301), has 18 operating theaters, and 4 Intensive Care Units.



■ **Mitera Hospital** is a state-of-the-art Maternity, General and Children's Hospital of 35k sq.m. adjacent to Hygeia. The Hospital is licensed for 501 beds (active 341), has 19 operating theaters, 22 delivery rooms and 3 Intensive Care Units.



■ **Leto Maternity Hospital** is a modern Maternity and Gynecology Hospital of 6.5k sq.m. in central Athens. The Hospital is licensed for 100 beds (active 97), has 7 operating theaters, 7 delivery rooms and an Intensive Care Unit.



■ **Hygeia Tirana** opened in July 2010 and is the 1st integrated private hospital of its kind in **Albania**. The 220-beds hospital (active 77) is a approx. 25k sq.m state of the art facility on a main traffic artery of Tirana.



■ **Achillion** is a 7k sq.m. facility with 90 beds (active 70) located in Limassol, **Cyprus**. The hospital has 8 operating theaters, 3 delivery rooms, and an Intensive Care Unit.



■ **Evangelismos** is a 6.2k sq.m. facility with 71 licensed beds (active 41) and is located in Paphos, **Cyprus**. The hospital has 3 operating theaters, 2 delivery rooms and an Intensive Care Unit.



■ **Y-Logimed** supplies with medical products, medicines, consumables and implantable devices Hygeia Group hospitals, aiming at economies of scale.

■ **Stem Group**, aims to develop a stem cell bank network in Greece and the S.E. Europe. Its Greek subsidiary Stem-Health Hellas commenced operations in H1 08.

Hygeia Group, Leader in the Greek Healthcare Market **SingularLogic**

Hygeia group in Numbers

- 6 Hospitals in 3 Countries & 2 Diagnostic Centers
- Includes General, Maternity and Pediatric Clinics
- 1.322 beds capacity
- Over 322k. available patient days
- Over 49k. inpatients
- Over 41k. operations , over 10k. deliveries
- 3.300 employees
- Over 3.000 Co-Operative physicians

International Co-Operations

- Johns Hopkins International : for the provision of Medical Second Opinion (2011),
- Harvard Medical Int. : Consulting in Leadership, Training and Quality (2002 – 2010),
- Massachusetts General Hospital, Brigham & Women's Hospital & Dana Farber Cancer Institute (1999 – 2005) (Partner),
- Mayo Clinic : The first co-operation between Mayo Clinic and a European Hospital (1995 – 1996).

Hygeia Awards

- Included amongst the top companies in Best Workplaces' 2011 (Greek ranking),
- 2011 award for Best Corporate Governance in Greece,
- 1st Volunteering Award for "Environmental awareness against poverty" in 2011
- The only hospital to have received the TRUE LEADER Award in 2011 (ICAP Group).



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Healthcare Challenges & Trends



Patient Care Improvement



Consumer Driven Patients



Control Cost



Government Requirements



Security and Trust



Rapidly changing business

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Why Model Hospital Management System

Improves Patients Care



Standardized business processes based on:

- ◀ Healthcare industry best practices embedded in the SAP Solution
- ◀ Accumulated business experience build-in the Hospital Management System



Better patient treatment with full tracing capabilities of the whole patient medical history
Common Electronic Patient Record functionality for all hospitals



New capabilities of using common facilities for all hospital
(common PACS infrastructure, centralization of Laboratory facilities, etc)



Standardized processes covering end-to-end basic functions such as:

- ◀ Patient Administration (admission, ward management, discharge, billing, payment)
- ◀ Central automated processes for purchasing and stock replenishment
- ◀ Pharmacy administration



Unified working experience for all users-functional areas across Hospitals:
Ward management, Outpatients processing, etc

Why Model Hospital Management System

Supports Consumer-Driven Patients



Billing

Pricing based on the sophisticated SAP pricing (if we can describe, we can implement)
Support for Diagnosis Related Groups (DRG) billing



Marketing

Flexibility to implement different and complicated marketing/ commercial strategies
Flexibility to develop marketing strategies at group level (and not only hospital level)
Support for new marketing ideas (Healthcare Card, "Fly and get a check-up" etc)



User Friendly

Multi Language, multi Currency, multi culture system ready to hospital medical tourists



Patient Communication

Open platform ready to support Healthcare Portals for building new channels of communication with the patients (Bedside terminals, appointment management, medical records etc)

Why Model Hospital Management System

Controls Cost



Optimizing utilization of all Hospital resources

- ◀ Scheduling and planning for the departments
- ◀ On-line interface with vendors



In depth cost analytics & controlling (cost center level, case level, service level)



Multi level Profit and Loss (P&L) reporting

Top class Business Intelligence (BI) to support decision making



Real time early warning system



Quick Rollouts to new Hospitals, securing:

- ◀ quality and reliability
- ◀ fast implementation times, low risk

Why Model Hospital Management System

Abides by Government Requirements



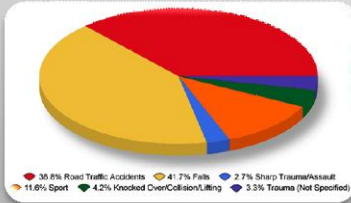
Fully covers the legal requirements for the Healthcare industry in all countries implemented:

- ◀ Patient Book, External Patient Book, etc
- ◀ Daily and monthly doctor's services, etc



Fully covers the Healthcare industry special business needs in all countries implemented:

- ◀ Flexible application for calculation and administration of Doctor Fees
- ◀ Submissions to Public and Private Insurance Providers



Prepared Government Mandated Statistics:

Reports providing the required information, which needs to be submitted to the government authorities for specific audits/ functions

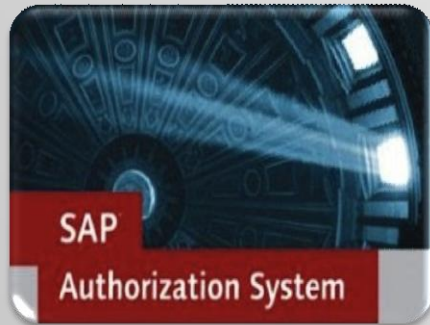


Ease of adaptation:

Flexible platform to implement every new law requirement in time and at low cost

Why Model Hospital Management System

Offers Security and Creates Trust



Robust security system

- ▼ Based on the bullet-proof SAP authorization concept, based on user roles
- ▼ Paperless hospital realization

Functionality to support special security level needs

- ▼ VIP patients
- ▼ Special wards (psychology treatment)

Why Model Hospital Management System

Adapts to New Business Environment

Management Reporting

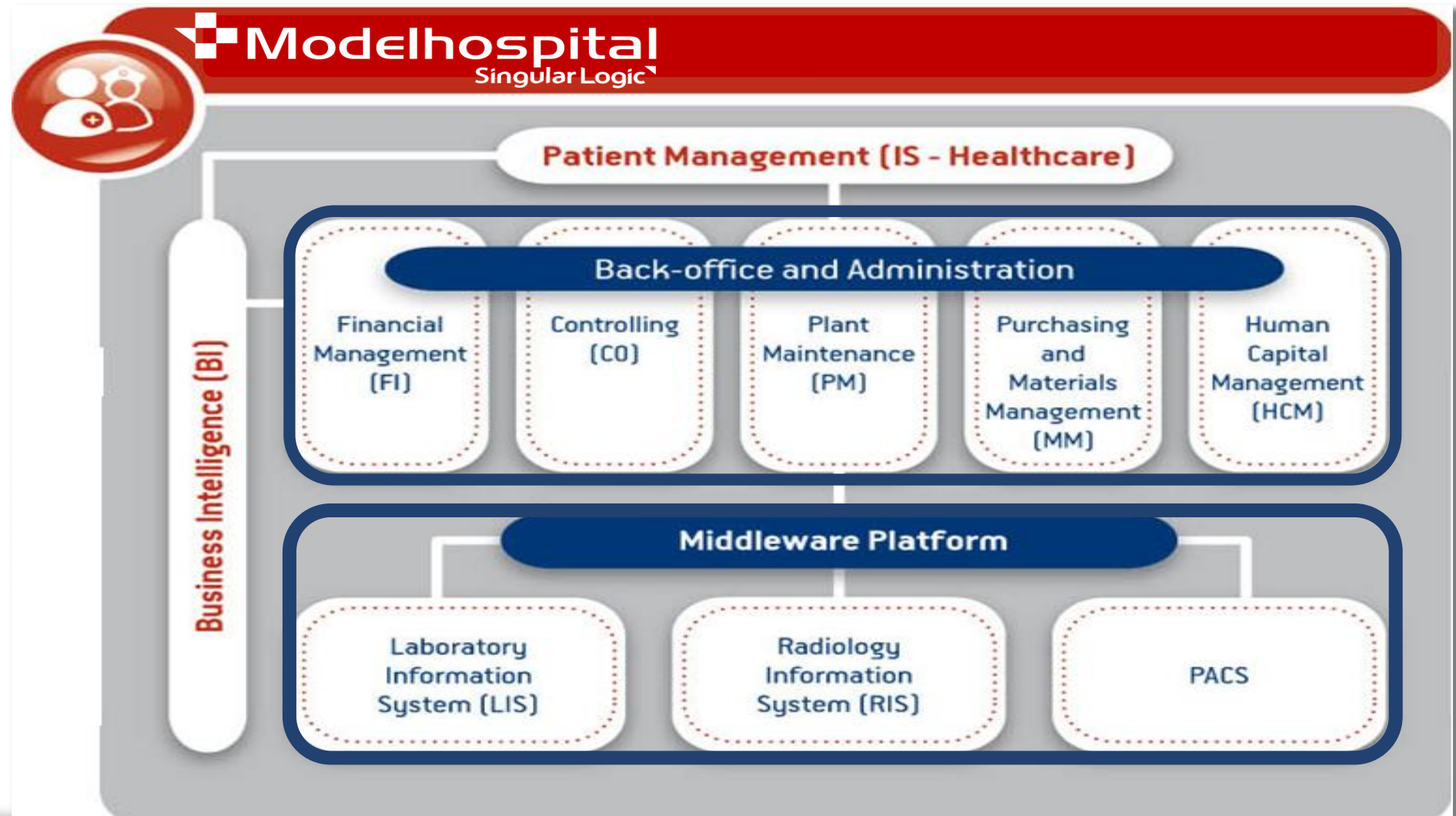
- ▼ Dashboard style top management reporting for rapid identification of threats and opportunities
- ▼ Multi level real time reporting tools providing drill-down information for management decision making
- ▼ Reporting at Healthcare Group or Institution level

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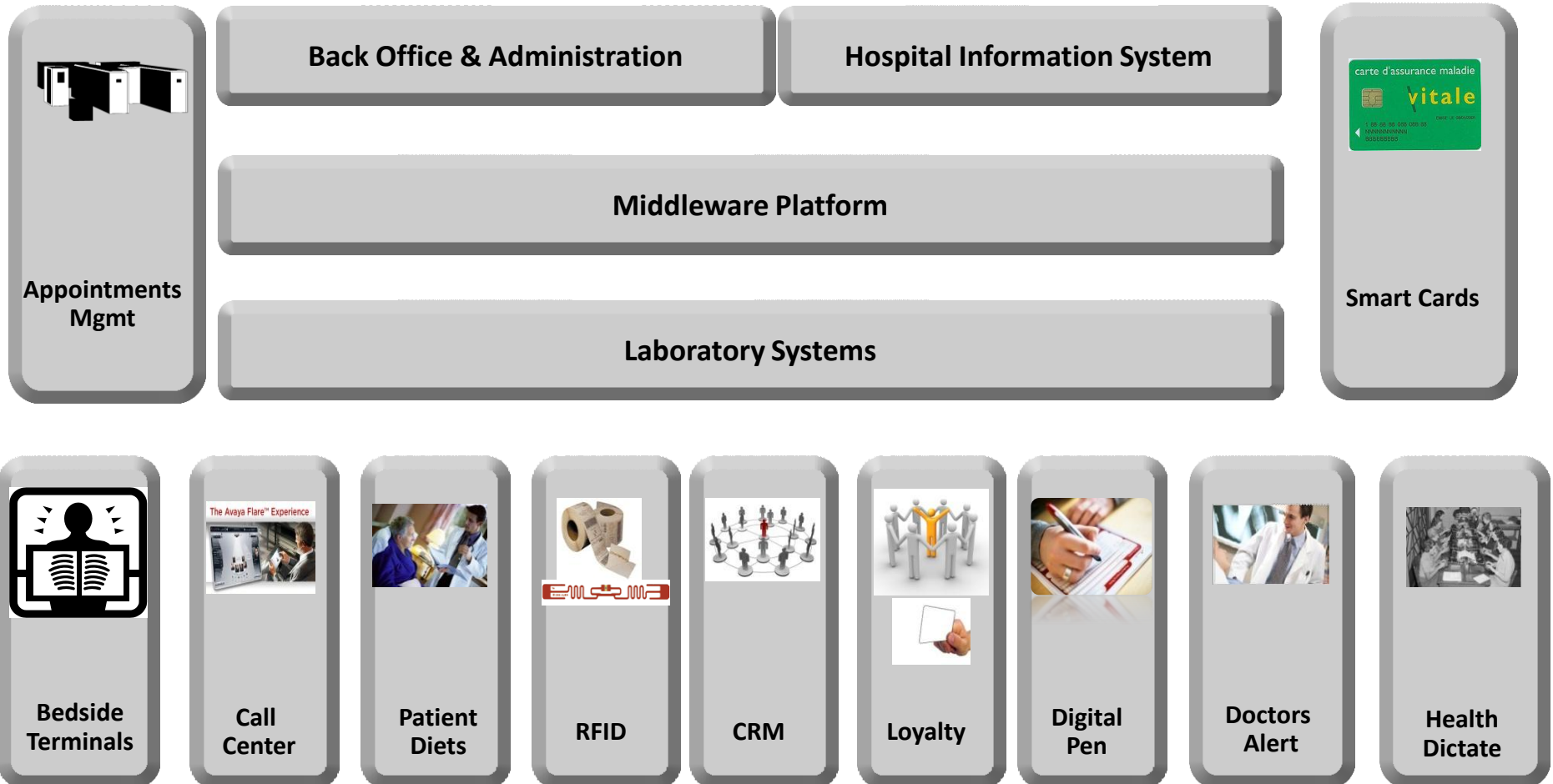
What is Model Hospital Management System

Core Application Overview



What is Model Hospital Management System

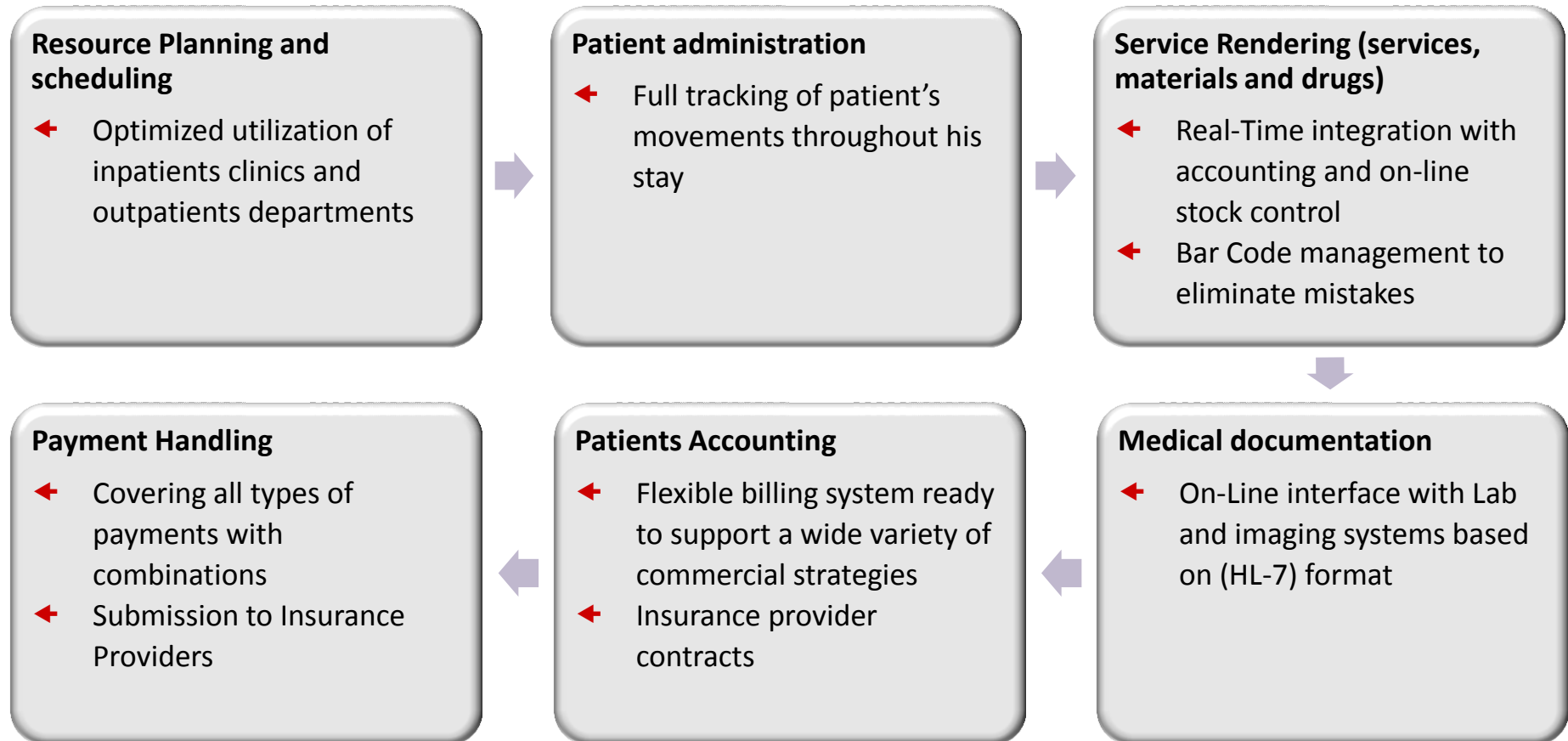
The Big Picture



What is Model Hospital Management System

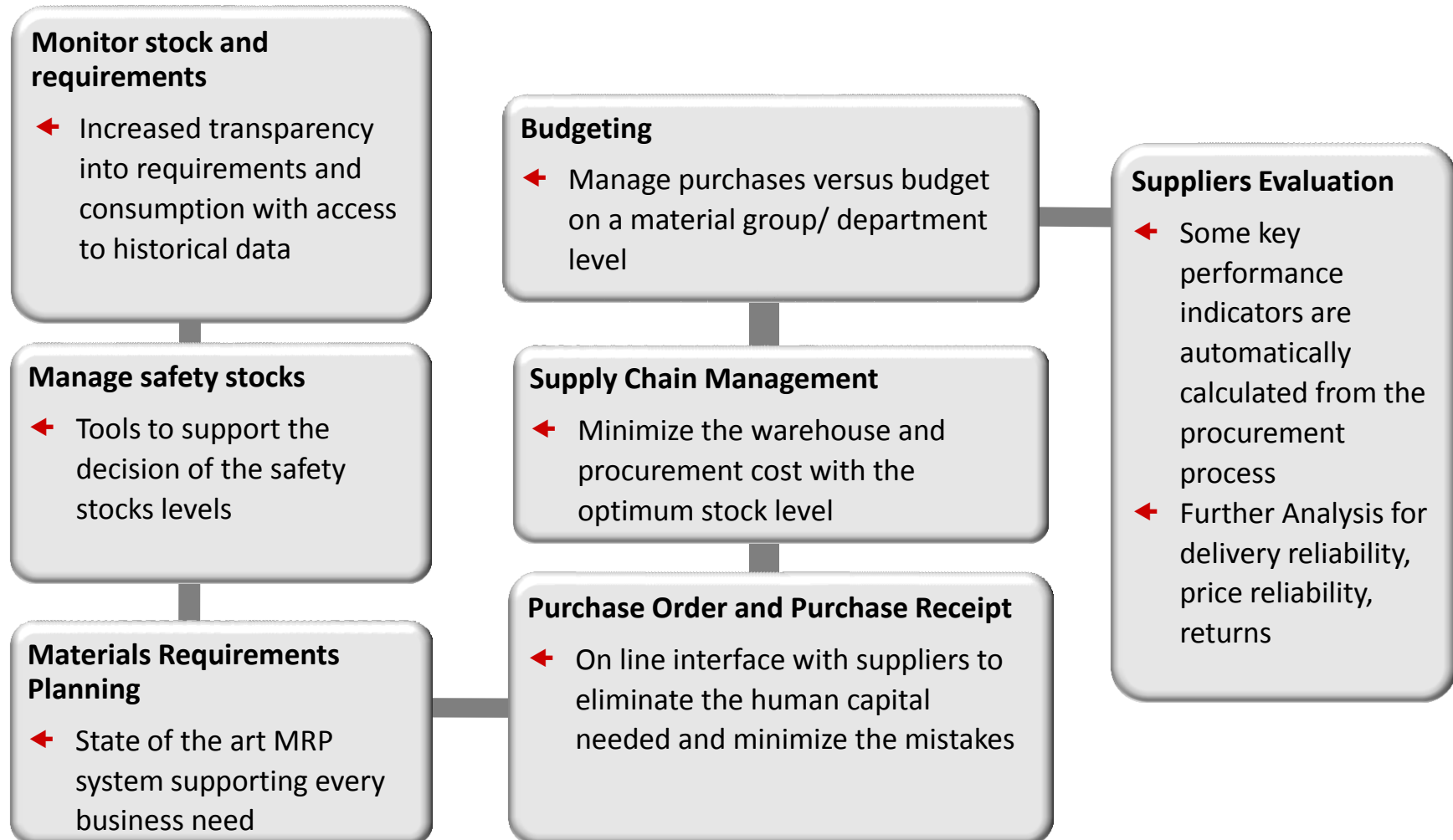


Process Driven Management System: Healthcare Main Process



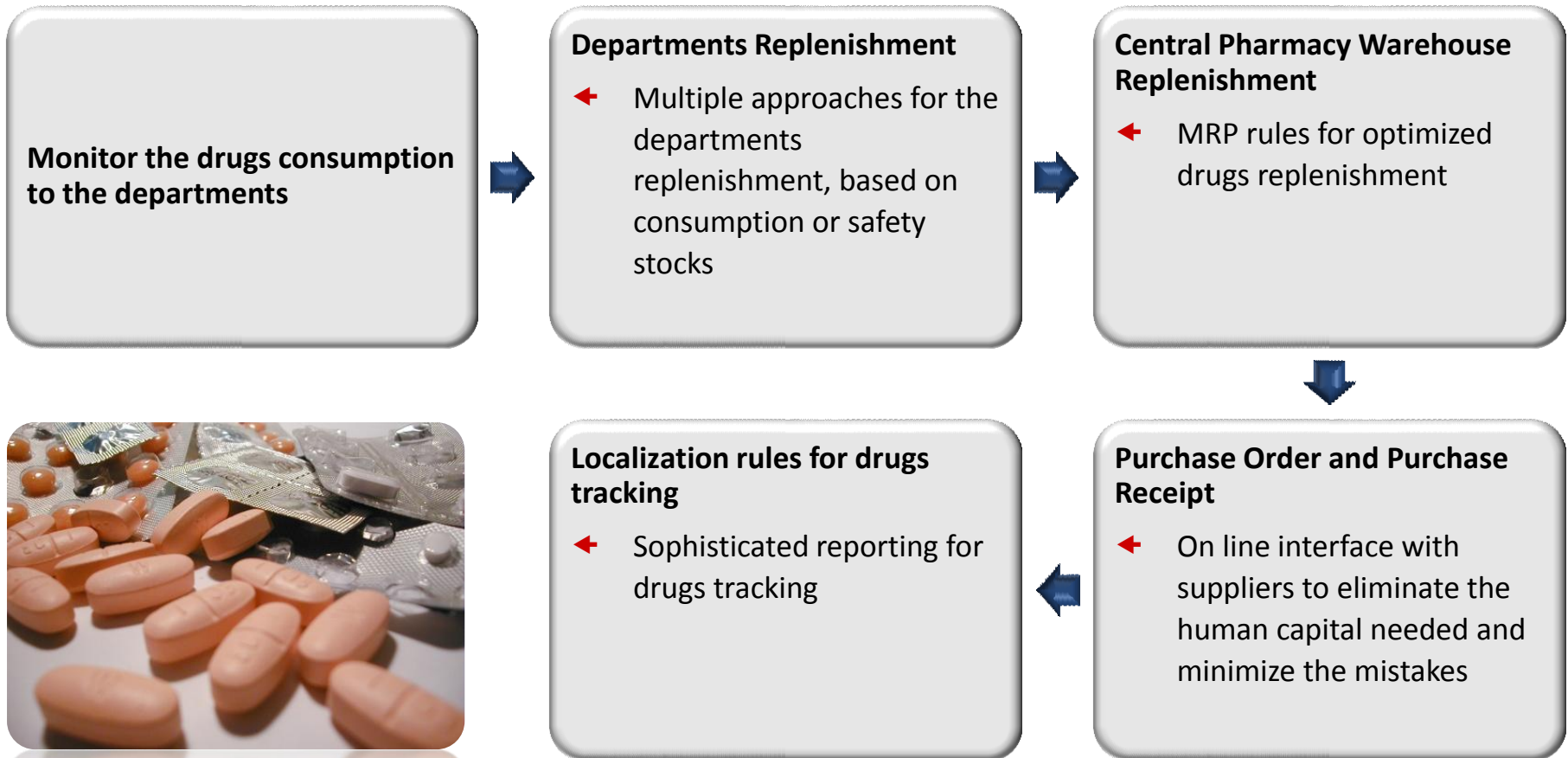
What is Model Hospital Management System

Process Driven Management System: Supply Chain Management Subprocess



What is Model Hospital Management System

Process Driven Management System: Pharmacy Management Subprocess



What is Model Hospital Management System

Process Driven Management System:
Financials Tools



Inpatients Revenue Accruals

- ▼ On-line billing system taking into account the commercial pricing rules to automatically calculate and post the accruals of the inpatients monthly



Parallel Accounting

- ▼ Compliance with IFRS and local GAAP

What is Model Hospital Management System

Process Driven Management System:

Doctors fees management Tools



Doctors fees calculation

- ▶ Advanced calculation system supporting complicated rules
- ▶ Doctors fees based on percentage or amount of services rendered, invoiced or paid



Doctors fees accounting

- ▶ Automatic accounting postings for accruals and fees cleared

What is Model Hospital Management System

Process Driven Management System:
Human Capital Management and Payroll Capabilities



Human Capital Management

- Management of internal and external doctors
- Employee self-service (leave request, training request etc)
- Shifts and overtime support, fully integrated with payroll



Payroll

- Overtime calculation
- Fully integrated with accounting

What is Model Hospital Management System

Process Driven Management System: **Controlling and Costing Capabilities**



Controlling

- ▼ Support of complicated cost center hierarchy
- ▼ Advanced rules for the cost flow management to support cost distribution based on every characteristic available



Case based Costing

- ▼ Valuable information of profit and cost on case level



Service based Costing

- ▼ Possibility to distribute the cost to service level
- ▼ Support for profit and cost analysis on service or group of services level



Business Intelligence: Getting the Full Picture

Key Performance Indicators (KPIs)

- ← Best Practices identified KPIs
- ← Ready to support your business KPIs
- ← Study KPIs versus previous year/ month, compare between hospitals or against external benchmarks

Business Oriented Dashboards

- ← Pre-configured dashboards of Healthcare KPIs
- ← Benefits Executives, Administrators, VPs, & Directors
- ← Balanced KPI approach
- ← Maximize investment in Hospital Information Systems

Early notification of positive and negative trends

Appropriate staffing levels, both skill mix and contract labor

Positive financial results and ROI



VP Operations

Agile and Responsive Operations

Sample KPIs

- ▾ Bed Utilization
- ▾ Scheduled Surgeries
- ▾ Medical Staff efficiency



VP Nursing

High Nursing & Patient Satisfaction

Sample KPIs

- ▾ Discharge Diagnosis
- ▾ Infection Rates
- ▾ Re-admission rates



VP Finance

Improved finances and reimbursement

Sample KPIs

- ▾ Cash on Hand
- ▾ Profitability
- ▾ Collections



C-Level Executive

Executive Oversight

- ▾ Hospital Utilization
- ▾ Top 10 ICD-9 in revenue
- ▾ Profitable Surgeries
- ▾ Net New Growth

Business Intelligence: Operating a Best Run Hospital



Inpatient	ER	Surgery	Outpatient	
Measure	Month	YTD	Goal	Ind
ER Presents	1002.34	957.51	894.20	<div></div>
ER Admits	959.34	946.34	894.20	<div></div>
LWOBS (Leave Without Beir	12.83	12.64	12.00	<div></div>
Diverts	9.70	9.51	15.48	<div></div>
Time to Triage	9.77	9.45	8.75	<div></div>
Time to Treatment	17.94	18.04	17.00	<div></div>
Time in ER	80.57	82.45	75.00	<div></div>

Inpatient	ER	Surgery	Outpatient	
Measure	Month	YTD	Goal	Ind
Total Surgeries	256.67	255.19	237.77	<div></div>
OP Surg Requiring IP Admit	3.06	3.04	1.49	<div></div>
OR Waiting Time	21.17	22.94	20.00	<div></div>
OR Waiting List	6.62	6.74	6.50	<div></div>
OP Perioperative Time	78.32	77.27	75.00	<div></div>
OR Utilization	0.79	0.76	0.75	<div></div>
OR Nonproductive Time	0.10	0.10	0.10	<div></div>

Inpatient	ER	Surgery	Outpatient	
Measure	Month	YTD	Goal	Ind
Total Outpatient Admits	1294.91	1269.82	1188.86	<div></div>
RVUs	169.26	170.54	167.50	<div></div>
Average Appointment Wait T	6.92	6.83	6.50	<div></div>
Total AS Admits/Visits	129.10	127.54	118.89	<div></div>
No Shows	5.65	5.65	5.32	<div></div>
Registration Wait Time	15.42	15.15	15.00	<div></div>

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Why Model Hospital Management System



Because.....

**Model Hospital Management System
is NOT just a IT system...**

**It is a time-proven
business proposal for
best-run Healthcare Organizations**

Solution officially certified by SAP AG

