

IPC HEALTHCARE CORPORATE PROFILE

Company Introduction:

IPC Healthcare (part of IPC International) is a privately held consulting organization with offices in Europe, Middle East & Africa, offering a diverse portfolio of consultancy services in multiple industries including healthcare and life sciences.

IPC Healthcare was founded by a group of game changing professionals with a combined set of diverse skills expanding over 75 years from global experience within the multinational healthcare industry in management, turn key & green field hospital development projects, hospital operations, project funding, PPP's, reforming healthcare sectors in emerging growth markets, human resources, talent retention, individual staff motivation programs, learning and capability development, succession planning, setting up successful new ventures, business and IT consultancy, business development, emerging markets, governance, risk & compliance, commercial operations and excellence, public & government affairs.

Healthcare Industry

IPC's healthcare professionals have 75 years of combined global experience within the multinational healthcare industry in management, turnkey and green-field hospital projects, hospital operations, project funding, establishing PPP's and healthcare sector reform within CEEMEA, Asia, Latin America & Emerging Growth Markets. IPC is currently the project driver & developer of a mega healthcare project on the island of Cyprus, acting as the focal point for numerous international groups & government of Cyprus. The project covers numerous aspects of the healthcare sector, including medical & nursing education, private hospitals, healthcare & hospitality services. A more comprehensive profile on IPC professionals' healthcare industry experience is provided below.

IPC Healthcare Values

Expertise: IPC Healthcare places an on-site senior management team to orchestrate all the managerial and operational details of the healthcare investment with the goal of phasing this team out over a mutually agreed upon timeframe. Therefore, one of the senior management team's priorities is to pass their expertise to local staff through attentive coaching & mentoring until their roles are mastered, thereby building solid local expertise and capacity.

Accountability: IPC Healthcare works with the client to develop solid smart objectives synchronized with the long-term vision/strategy & developing time linked milestone & KPI's to monitor progress, then provides regular reports to the senior leadership concerning financial, clinical and customer satisfaction performance based upon a value driven proposition.

Culture of Excellence: In order to provide the highest caliber services, top-notch personnel need a nurturing culture to thrive. Therefore, IPC Healthcare works with the client to establish a culture of excellence through embedding the corporate DNA that is linked to values to shift mindsets thus transforming practice to behavior. This goes beyond desirable salary and benefits package to involve an open access to state-of-the-art continuing education &

behavior change programs, international accreditation, and a chance to be a part of the standing reputation that accepts nothing less than perfect.

IPC Healthcare Target Audience

- 1) Start-up businesses (healthcare providers), preferably in the earlier stages of planning and operations. Small and mid-sized hospitals/businesses make up a sizable majority of the EMEA region and international/emerging markets. IPC Healthcare prefers to establish a relationship with younger operations & continues to nurture that relationship over the long term.
- 2) Investors seeking to penetrate the healthcare sector with green field or turn key healthcare development projects.
- 3) Functioning hospitals who seek to improve their operations & financial performance.
- 4) Multinational Organizations/Hospital Operators; either already existing in the region or planning to penetrate the regional markets especially emerging markets thus attracting multinational operators interested in penetrating the region.
- 5) Public/Government Sector in the region for potential PPP's (Public Private Partnerships), operational efficiency and profitability.
- 6) Geographically: Europe, Middle East, Africa GCC and Asia.

IPC Healthcare Services

IPC Healthcare's services satisfy the different healthcare and business needs of business owners. Start-up services include healthcare business plan preparation, marketing plan preparation, project funding, financing search and procurement. Ongoing services include business plan updates, marketing plan updates, search and procurement of additional rounds of financing, management development, organizational development, IT consulting services, e-commerce consulting services, operational due diligence for operational excellence & optimal profitability, and human resources consultation.

At IPC Healthcare, we allow our clients flexibility of custom developed strategies. We work with clients in any way they prefer, be it on-site, remotely, or a combination of both. We approach all our projects with a dynamic team passionate to assist the client in all areas of the business simultaneously, which allows for mutual involvement in the process that consequently creates client-firm synchronization and interconnecting all functional areas of the business.

IPC Healthcare Customized Services

Healthcare Planning

- 1) Strategic Planning.
- 2) Feasibility Studies.
- 3) Project Financing Through Third Parties (up to 80% for private & 100% for public projects).
- 4) Operations Improvement.

Facility Planning

- 1) Master Planning.
- 2) Functional and Space Programming.
- 3) Biomedical Equipment life cycle management, planning, commissioning, procurement and leasing.
- 4) Schematic Design Support.
- 5) Application submissions, preliminary and final license approvals including mock audits.

Pre-Opening Planning and Commissioning

- 1) Staff Recruitment, Training & Integration.
- 2) Development of Operational Processes and Systems.
- 3) Preparation of Policies and Procedures.
- 4) Clinical, Safety and Emergency Simulations.
- 5) International Accreditation Planning.



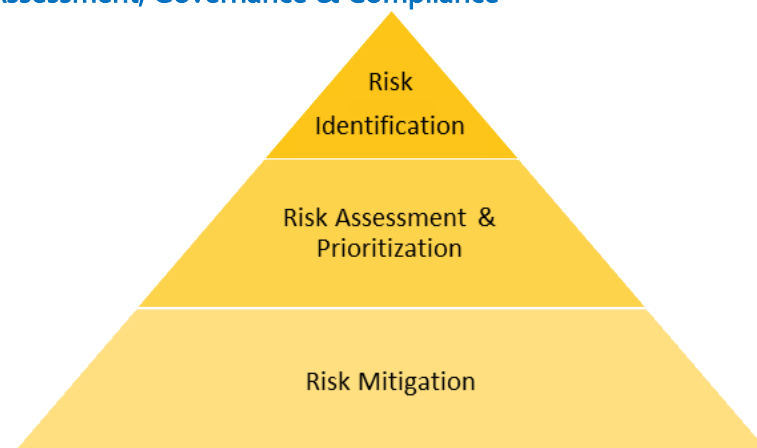
Hospital Management & Operations

- 1) Hospital Operations through international hospital operators.
- 2) Staff Training, Motivational & Talent Retention programs.
- 3) Total Quality Management and International Accreditation.
- 4) Mentoring and Transitioning to a Local Management Team.

Staffing, Education and Training

- 1) Comprehensive staffing solutions from different countries across the world.
- 2) Nursing, Management and Allied Health Training.
- 3) Continuous Medical Education, Continuous Professional Development.
- 4) Affiliations with U.S. Universities & Hospital Operators.

Enterprise Risk Assessment, Governance & Compliance



Assess the principal risks of the organization and to ensure that these risks are being monitored and managed; recommend annual budget for board approval and overviews the management of the organization's resources with the leadership support team within those budget guidelines according to local applicable laws and regulations.



- 1) Developing & supporting business & corporate compliance initiatives then assist in directing & managing policies, procedures, programs & practices to ensure compliant business operations, therefore developing a robust compliance infrastructure, framework & coupled with periodic auditing. Extensive experience in reforming & developing healthcare sector/systems, policies, standards & guidelines then audit these sectors to comply with international standards therefore being engaged with governments to develop healthcare sectors within the region.
- 2) Extensive experience in conducting ERM, risk assessment, gap analysis, due diligence, developing robust governance & compliance frameworks, reforming & developing hospitals, healthcare systems, quality policies, standards & guidelines then audit these sectors to comply with international standards & best practices therefore being engaged with governments to develop healthcare sectors within the region.
- 3) Regular use of the account policy matrix & other tools for value-based selling & transformed the mindset of organizations from selling/promoting products & services to offering perceivable value for targeted clients & patients.

Process Engineering, Improvement & Business Innovation of Hospital Operations



- Create an environment which is consistent with the organization's values and objectives.
- Support achieving financial & customer service goals.
- Support the clinical operation strategic mission.
- Provide leadership and serve as a mentor coach to Managers and staff.
- Assess, monitor, coach & develop managers' skill levels to ensure they meet technical & soft skill quality standards.
- Organizational change management programs & transformational processes.
- Support developing training programs to achieve positive patient outcomes, employee satisfaction, customer service.
- Support developing policies & programs that promote the corporate DNA culture and vision.
- Support HR with staff development, motivation & talent retention programs as part of the people management cycle. Lead employees to encourage maximum performance and dedication.
- Evaluate performance by analyzing and interpreting data and metrics.
- Drive Lean Six Sigma initiatives for process improvement therefore relying upon dashboards, DMAIC, FMEA & RCA tools for tracking gaps, non-conformities, quality & process improvement.
- Driving business transformation, streamlining operations and applying new solutions to simplify business processes to deliver on strategic objectives and critical initiatives.
- Change management initiatives, programs & executions across the organization.
- Collaborate with leadership team & C-suite of diverse operational functions i.e. HR, IT, Finance, Procurement, Nursing, Medical Records, Admissions, Operating Theatre, OPC, Revenue Cycle, Insurance, etc., supporting their daily duties & accountability to achieve the hospital's overall strategic & organizational objectives and delivery of quality healthcare services thus achieving optimal operational excellence.
- Support developing business development strategies & set comprehensive goals for performance and growth.
- Liaise with corporate quality to develop & periodically revise measurable KPI's & objectives to monitor performance, growth, monitor, track & address KPI trends.
- Develop operational policies. Drive the GRC & ethics program across the organization.
- Contribute to expansion strategies & activities (investments, acquisitions, corporate alliances etc.).

HOSPITAL MANAGEMENT SYSTEM



- Effectively engage across all corporate and service delivery functions to ensure there are robust processes in place to agree and meet financial and activity targets for each fiscal year and outline for future years.
- Drive cost savings and revenue improvement through strategic financial & operational planning that positively reflect on clinical practice, patient experience & satisfaction thus translating services offered into perceivable value.
- Support executive leadership committees in charting a strategic course in response to the developing needs of the government, market, region & changes in the healthcare industry.
- Develop new service lines that complement the existing business models of the hospital. Lead clinical efficiencies & service improvement programs to raise the standards of practice, productivity and value for money offered.
- Innovating & delivering solutions at the intersection of technology & clinical operations to transform business & healthcare operations, while paving the pathway for innovative solutions for patients, clinical & administrative staff.
- Access, bridge & influence both the operational and executive levels across the organization
- Identify areas to provide creative solutions for solving complex operational, business & clinical challenges by leveraging organizational effectiveness, process alignment, transparency, and accountability.
- Key liaison to functional leaders & their departments/business units.
- Facilitate planning, prioritization, change management & reporting between groups to deliver successful outcomes.
- Bring cross-functional teams together to ensure organizational & project objectives are clearly defined and achieved while business operations and processes are continually refined, to enable successful sustainability and scalability.
- Driving innovative solutions & spearheading integration of health technologies (i.e., data, wearable devices, clinical devices, sensors and applications, etc.) & transformational technologies (e.g. AI).
- Driving force for cross-departmental innovative solutions by guiding functional leaders to execute pilot solutions. Identify and implement continuous improvement activities, producing tangible outcomes, and overall process harmonization.
- Serve as Innovation liaison to key functional areas for identifying opportunities to improve outcomes related to clinical practice and business operations.



- Serve as subject matter expert (SME) with academic and technology organizations to identify clinical and business operation opportunities to increase the organization's probability of success in bringing improved treatment options to patients/caregivers/providers/payers.
- Guide functional leaders as a thought leader and SME to innovate at the intersection of technology clinical practice and business operations to propose and execute on critical projects.
- Leadership & support on pilots, prototypes, and in beta testing that validate & explore ideas to improve how the organization conducts & improves its general business practices.
- Promote positive organizational change serving as a change agent to ensure successful engagement of teams and the deliverable of initiatives on time and on budget.
- Identify areas for employing, building & driving improvements in internal and external communication, leveraging lessons learned & applying technology solutions to establish cutting edge practices
- Support driving "Outside-In" and creative thinking, coordinate engagements with external innovation companies/consultancies.
- Leverage solutions and contribute to the business results as defined in corporate goals and support implementing innovative approaches in day to day clinical practice & hospital operations.

IPC Healthcare Consultants Healthcare Planning Services

Our healthcare planning services focus on providing support in the very early phases of planning during which an organization is determining the need and feasibility of selected healthcare services. IPC Healthcare's objective in this phase is to assist in meeting the community's needs by helping determine a gap analysis, the appropriate size & services required.

IPC Healthcare has been consulted for many turn key hospital development projects throughout the project life cycle (Vision - Invest & Funding - Design - Build - Equip - Licensing – Recruit & Integrate - Manage & Operate). This is further to conducting due diligence for many hospitals to improve their profitability, therefore transforming near to bankrupt hospitals to highly profitable healthcare operations through eliminating unnecessary redundancies then undertaking interim management to operate these hospitals during the change management & transformation process.

- 1) **Strategic Planning:** Assisting organizations in defining their vision first then developing a strategy or direction and allocating their resources to achieve their objectives, then, together, develop a meticulous plan for implementing the agreed upon strategy.
- 2) **Feasibility Study and Business Planning:** Once the ultimate vision is refined and consensus is reached, we assist our clients in completing a feasibility study and business plan based on defining the target market, determining realistic use rates, and projecting the market share. Once these steps are completed, the detailed business plan can be developed.

- 3) **Operations Improvement:** Optimizing operations to meet utilization goals, our process involves conducting a detailed assessment, defining recommended improvements based on best practices and developing a detailed action plan for implementation.
- 4) **Facility Planning:** We believe that facility planning is a natural extension of the strategic planning process completed in the first phase of planning. We utilize an operations-based approach to deliver safe and efficient care.
- 5) **Site and Facility Master Planning:** Often completed in conjunction with an architectural firm, this activity includes developing a site utilization plan, preparing an organized plan for developing facilities on the site and assembling a detailed phasing plan.
- 6) **Functional Programming:** Developing a detailed operational plan for proposed departments and documenting the proposed optimal characteristics or operational systems (e.g., scope of services, hours of operation, workload volumes, staffing, operational systems, functional relationships, design considerations).
- 7) **Space Programming:** Based on the functional program, this step involves developing a room-by-room space listing documenting the quantity of each type of room, the recommended size and any special requirements.
- 8) **Equipment Planning & Biomedical Life Cycle Management:** This service is for projects that need equipment assessment, which we handle using surveys of existing equipment to evaluate their reuse potential and identifying new equipment requirements. We also facilitate procurement, acquisition, delivery, installation, calibration, PPM's & quality management.
- 9) **Information Technology Planning:** Because information technology is becoming an increasingly important component of healthcare delivery planning; we assist clients with identifying needs, selecting vendors, overseeing implementation and validating complete and proper installation.
- 10) **Pre-Opening Planning and Commissioning:** These IPC Healthcare services support clients in preparing for the opening of a new or renovated facility. Typically, services begin one to two years before the scheduled opening depending on the size of the facility. In this phase, significant investment is made in careful planning to ensure flawless mastery in patient care delivery.
- 11) **Pre-Opening Planning:** In this crucial phase, the organizational blueprint for the facility is developed. This includes the organizational policies and procedures as well as each department's individual operating plan, which is the comes from a team of IPC Healthcare specialized professionals contributing with their expertise to complete the operating plan.
- 12) **Commissioning:** Begins approximately three to six months prior to the opening, IPC Healthcare's commissioning phase is the coordination all activities related to the medical facility's activation and occupancy. These activities include final cleaning, placement of all furniture and equipment, staff hiring and training, simulations and mock audits & drills, acquiring the necessary permits, licenses and testing of emergency and safety procedures.
- 13) **Opening:** This is when the hospital services are initiated and open to the public through a comprehensive value driven PR awareness campaign. Significant efforts are invested to address issues that may arise so that care is delivered seamlessly to patients.