



MYPERSONALTRAINER **HEALTH**
HEALTH ENERGY PERFORMANCE

Healthcare Solutions



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Foreword

MyPT Health is a specialised healthcare solutions company focused on providing unique, client focused healthcare solutions. The company is built on sound business principles, together with world class expertise in health. We work with clients to enhance patient care and service delivery. Our client centric approach ensures that value is created for the client and service delivery enhanced. We develop long term relationships that are underpinned by daily support structures and performance improvement models.

Global healthcare trends point to an increase in disease profiles with an increase in associated health costs thus resulting in a disparity between needs and available resources. MyPT Health works with clients to find unique solutions to their problems. Our approach focuses on delivering value for the client and ultimately, the patient at the end of the value chain.

Our mission and goal is to change the face of healthcare in the private and public sectors within South Africa and throughout Africa. We are committed to positive change in healthcare and to making a difference in the lives of ordinary people.

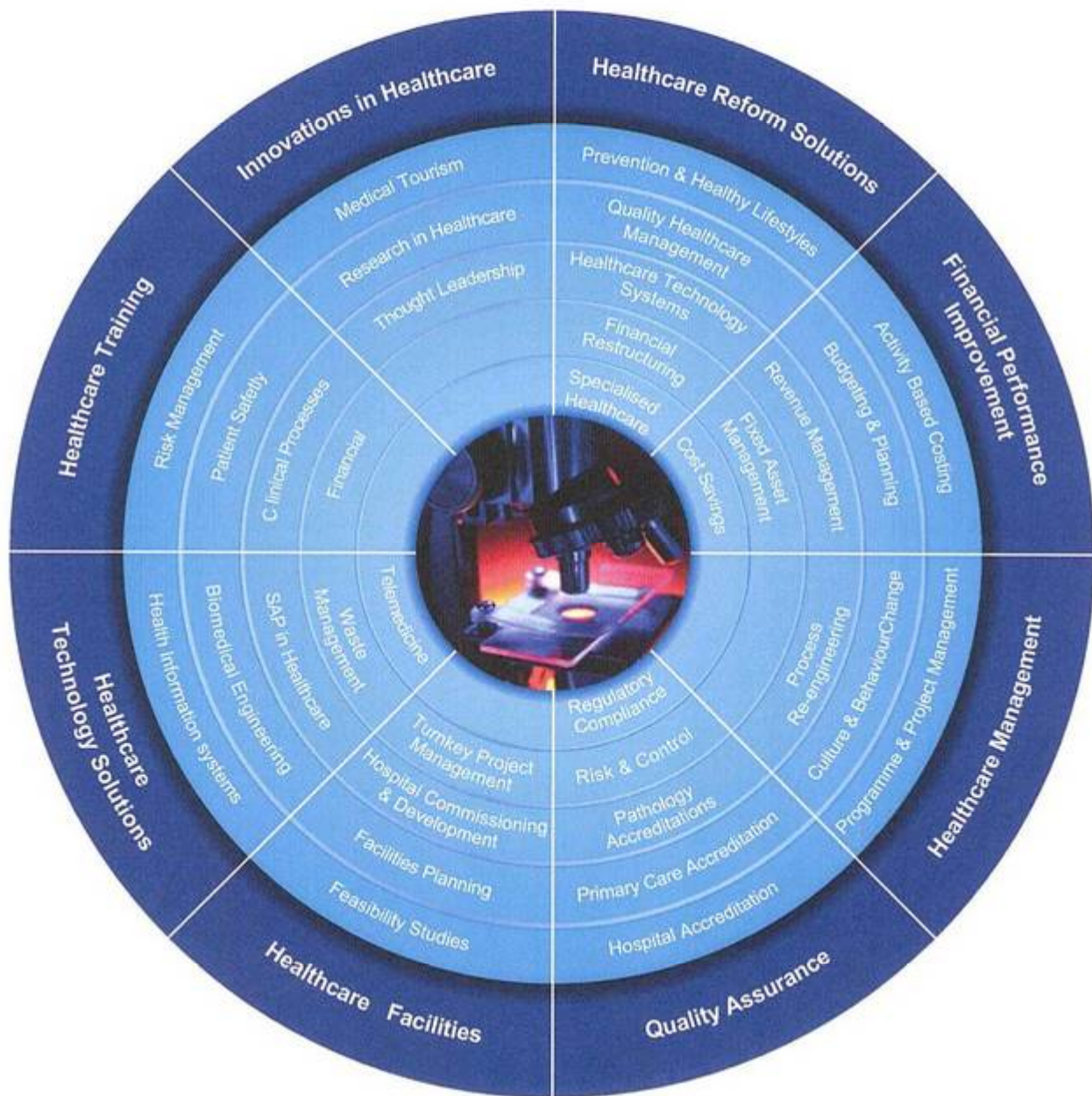
Ronald Abvajee
Chief Wellness Officer
MyPT Health

Introduction

MyPT Health is a consulting company that specialises in healthcare solutions. The company exists to create new and improved solutions to the challenges faced by healthcare organisations in developed and developing countries.

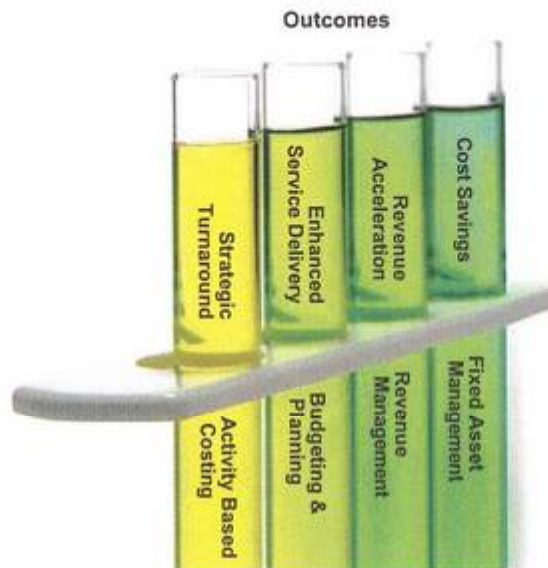
Our main areas of expertise are strategic healthcare reform, operations restructuring, financial performance improvement, healthcare technology solutions, and innovations in healthcare. We have developed, redefined and enhanced private and public sector organisations' health systems by changing the quality of healthcare service delivery. The company

creates strategic roadmaps for change and assists to implement them. Our core competencies are programme and project management, financial restructuring, data modelling and analysis. MyPT Health employs specialists with expertise in strategy, process reengineering, finance, IT, HR and healthcare.



Financial Performance Improvement

MyPT Health's expertise and experience in financial performance offers clients the ability to design specific needs-based solutions. We assist clients to develop world class financial management solutions by increasing revenue, implementing cost saving strategies, improving efficiencies and controls and implementing best financial practices in their organisations. MyPT Health offers clients an independent perspective, in-depth financial expertise, business acumen, and access to financial resources. Some of our core competencies lie in the areas of Activity Based Costing, Revenue Enhancement, Fixed Asset Management and Budgeting & Planning.



Financial Improvement Strategy

Revenue Management

Revenue Management focuses on improving current revenue streams in an organisation whilst also investigating new revenue streams. MyPT Health has experience in developing revenue generation models within the healthcare environments. Revenue models include newer and more innovative trends in healthcare, such as establishing boutique hospitals and medical tourism. Significant aspects of the revenue model include process enhancements, technology adoption and case management to deliver on increased revenue.

Fixed Asset Management

Fixed Asset Management focuses on procurement, maintenance and management of medical equipment and other assets owned by healthcare organisations. MyPT Health deploys systems and biomedical engineering resources. This ensures that costs are saved in the medium and long term through the management of life cycle costs on equipment.

Fixed Asset Management usually assists organisations with fixed asset verification, revaluation, cost savings and efficiencies within processes. Cost savings solutions are modelled on outsourcing noncore services, establishing management contracts in favour of government organisations, and adopting shared service centre approach for functional support areas such as finance and HR.

MyPT Health offers clients an independent perspective, in-depth financial expertise, business acumen, and access to financial resources.

Activity Based Costing

The understanding of costs associated with service delivery is fundamental for allocating resources to appropriate areas. MyPT Health has experts in the domain of Service Package Costing and Activity Based Costing. Our expertise is particularly relevant in the public healthcare system, where service delivery needs exceed available financial resources.

Budgeting & Planning

Budgeting and Planning programmes are fundamental to excellent financial performance. MyPT Health has developed custom made budgeting toolkits for individual organisations. We empower financial staff through skills development and training. We also assist large organisations to create efficient and effective budget cycles. The use of technology and systems in achieving success is vital. Hence, we advise clients in the selection of the most appropriate systems.



Healthcare Reform Solutions

Quality Healthcare Management is based on lean processes, effective performance management, efficient service delivery and the reduction of waste and inefficiency.



MyPT Health assists organisations to develop turnaround strategies and healthcare reform solutions unique to their operational environments. Healthcare organisations are faced with balancing healthcare costs, quality of service delivery and equitable access to care. In adopting medium to long term interventions as part of a comprehensive turnaround strategy, MyPT Health focuses on prevention and healthy lifestyles programmes, developing primary healthcare programmes, lean operations management, financial restructuring and the inclusion of healthcare technology systems to facilitate monitoring and evaluation of programmes.

Prevention & Healthy Lifestyles

Prevention and Healthy Lifestyle encourage the development of health and fitness programmes that enable disease prevention and ultimately, a reduction in healthcare costs. MyPT Health assists clients in developing appropriate Healthy Lifestyle Programmes for specific regions, by investigating the associations between disease profiles, the state of health of the population and related cost drivers. By assimilating this information, programmes are developed based on best practice, practicality and international trends and best practices. Large public health systems can realise increased value by placing emphasis on prevention rather than illness in their overall strategic approach.

Quality Healthcare Management

The Quality Healthcare Management division focuses on improving and enhancing the operational efficiency within an organisation. Quality Healthcare Management is based on lean processes, effective performance management, efficient service delivery and the reduction of waste and inefficiency.

Healthcare Technology Systems

Healthcare Technology Systems reduce healthcare costs. An integrated Health Information Systems provide patient data records, statistical health data and operations data. It gives organisations the ability to analyse, investigate and synthesise healthcare information. MyPT Health has assisted organisations to implement Health Information Systems (HIS), Telemedicine and Smart Card Technology.



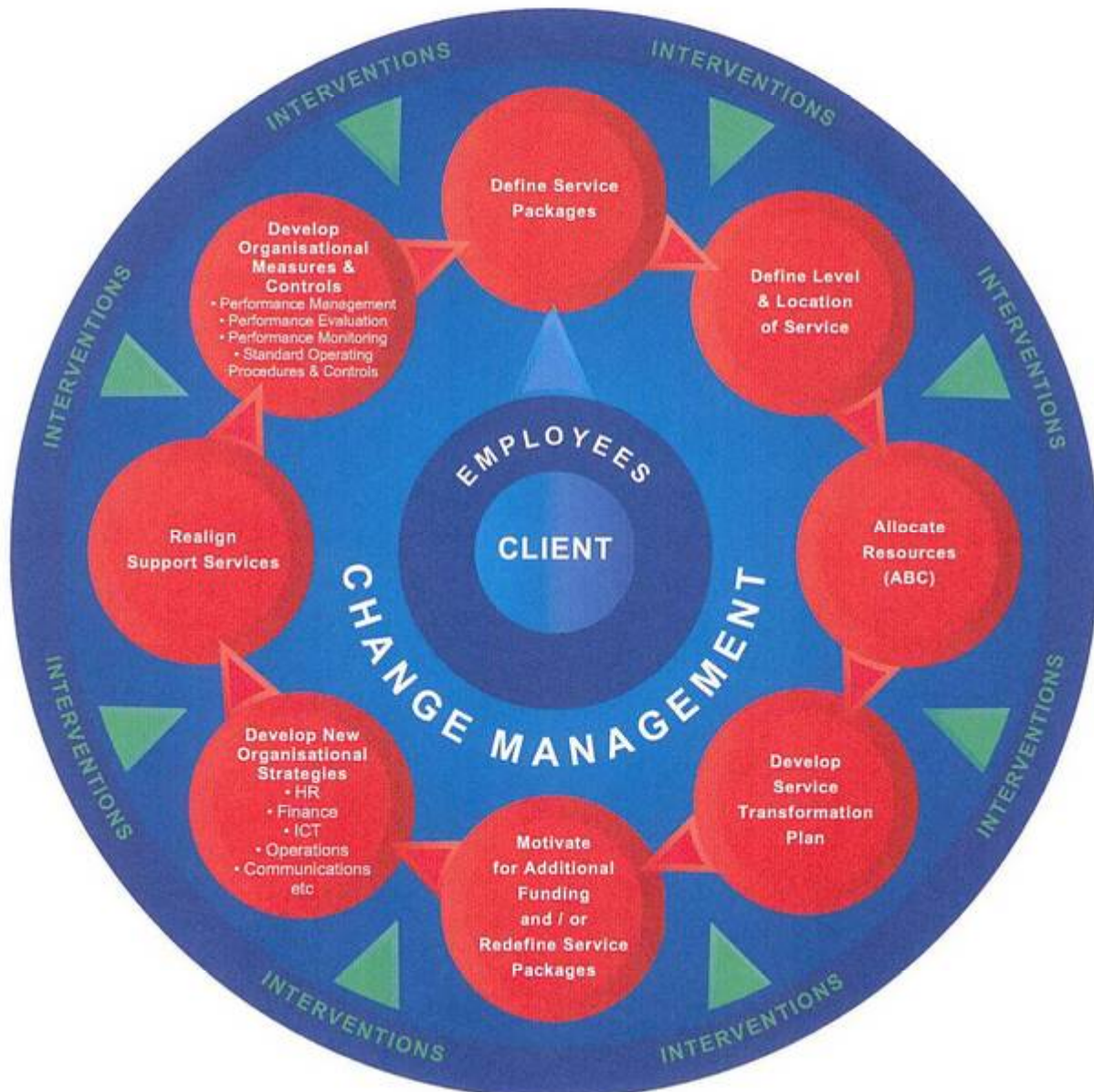
Financial Restructuring

Healthcare costs are growing disproportionately to medical inflation and economic growth. As a result, available financial resources are insufficient to meet quality service delivery. MyPT Health addresses this dilemma within private and public sector healthcare organisations by developing financial models that determine resource allocations and service delivery decisions. It helps organisations generate additional revenue streams whilst controlling costs.

Specialised Healthcare

The Specialised Healthcare division focuses on creating Centres of Excellence within health organisations. This approach ensures optimal use of resources, increased skills and development in particular clinical disciplines and an improved service offering. MyPT Health assists clients to establish specialisation models and to develop world class facilities.

Turnaround Strategy - Client Centred Approach

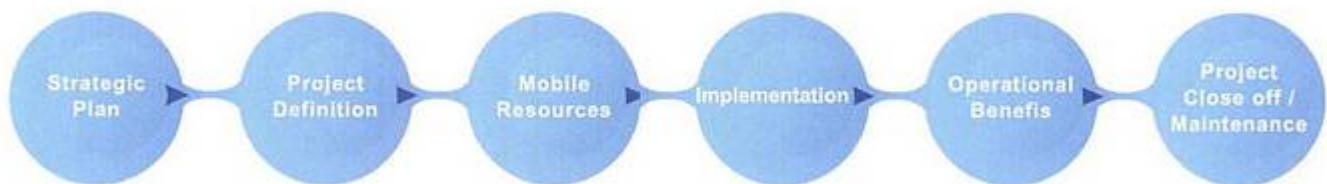


Healthcare Management

In effecting successful change in organisations, MyPT Health adopts a Programme and Project Management approach. This methodology is successful in large scale organisations, such as government departments, as they often require co-ordinated programmes to effect change at an operational level. The "Project Management Unit (PMU) Concept" operates on the establishment of a unit for the mobilisation, implementation and delivery of projects. These projects are usually linked to the strategic reform programmes developed to increase efficiency and effectiveness in healthcare service delivery.

Programme & Project Management

MyPT Health has considerable expertise within programme and project management.



The PMU Concept is a strategic tool used to implement change. The incorporation of the PMU entity is based on a maturity model of 3 to 5 years. This allows large government organisations the flexibility and effectiveness to engage expertise and skills that otherwise would not be available to implement large scale projects. Experience with this concept has proven that its use yields quicker turnarounds in results and change.

This concept is illustrated as follows:

MyPT Health has developed and refined this healthcare transformation model. This can be customised according to organizational need and design.

- Current State ●
- Change ●
- Future State ●



Significant benefits can be realised, including cost reductions, preferable negotiating positions, legal and statutory compliance.



Change Management

Changed behaviours result from improved healthcare management, including embedding new leadership capabilities, a culture of accountability, a values dialogue, and strengthened stakeholder management. MyPT Health's roots are in performance management and we retain a large group dedicated to People, Organisation and Change Management including:

- Strategic workforce planning and talent management
- Training, coaching and accelerated learning
- Organisational design
- Open innovation and collaboration
- Knowledge management
- Building a project management culture and capability across the organization

Process Re-engineering

- Adapting to the needs of a growing and changing population
- Increased patient expectations
- The prevalence of diabetes and obesity
- Financial pressures and changes in funding models
- A greater focus on regulating patient and clinical outcomes
- Advancements in technology
- Staff recruitment and retention
- Outsourcing and public private partnerships

Contract Management & Negotiation

MyPT Health has expertise in contract management and negotiation. We have built a solid track record in representing public sector organisations in large contract negotiations. We also facilitate the daily management and maintenance of contracts for government departments. Through employing MyPT Health, significant benefits can be realised, including cost reductions, preferable negotiating positions, legal and statutory compliance.



Quality Assurance



Patients and clients seek services that display competence, acceptability, effectiveness, appropriateness, efficiency, accessibility, continuity and safety in all healthcare settings.

Patients and clients seek services that display competence, acceptability, effectiveness, appropriateness, efficiency, accessibility, continuity and safety in all healthcare settings. Together, these elements provide a comprehensive picture of quality in incorporating this quality definition into a healthcare provider's performance expectations and managing performance results, the client ultimately improves healthcare service delivery for its constituents.

Hospital Accreditation

MyPT Health provides services in the area of hospital accreditation based on international benchmarks. We assist healthcare organisations in redefining quality assurance standards & processes. We assist with providing measurable standards for continuous healthcare quality improvements. Assessment and improvement is available for:

- Meeting international patient safety goals
- Access to and continuity of care
- Assessment and care processes
- Education and the rights of individuals
- Management of information and human resources
- Quality leadership
- Infection control
- Collaborative integrated management
- Facility management

MyPT Health assists organisations in assessing healthcare delivery, self-assessment and subsequent peer review against national standards; organizations are able to identify opportunities for improvement and change.

Primary Care Accreditation

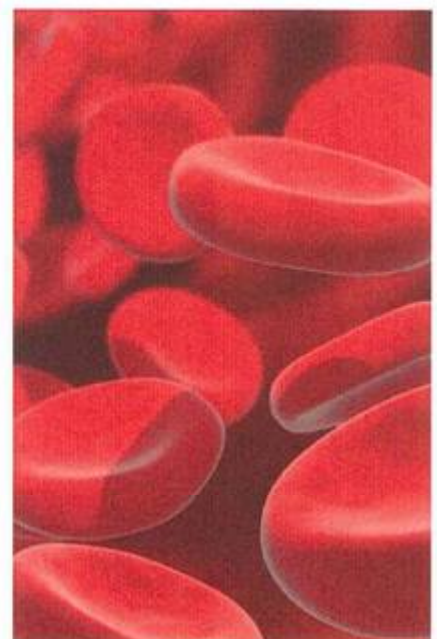
Health service organizations assume some responsibility for the health of the population they serve and for demonstrating performance results. Improved service delivery in healthcare is forcing many organizations to improve the quality of their healthcare provision. Patients ask for and expect more

accountability on how organizations deliver healthcare. Accreditation is a recognized method by which organizations can achieve measurable improvements. Accreditation demonstrates a willingness to assess one's organisation against national standards. With accreditation systems in place there is an emphasis on the continuum of care.

MyPT Health is committed to improving efficiency in clinical and management processes by providing a safe and efficient work environment. Not only does this contribute to worker satisfaction, it also creates a culture that is open to learning from reporting adverse events and safety concerns in a timely manner. A safe and efficient work environment for healthcare staff also improves patient satisfaction with the care experience.

Pathology Accreditation

MyPT Health offers accreditation of laboratories services. This includes areas such as organisation & management, advisory services, identification and control of non-conformities, continual improvement, personnel, accommodation and environmental conditions, laboratory equipment, assuring quality of examination procedures, pre-examination procedures and the reporting of results.



Healthcare Facilities Planning



The research and information uncovered in the feasibility study has the associated benefit of supporting detailed planning and reducing the research time needed for later project phases.

Feasibility Studies

MyPT Health conducts feasibility studies for the planning and commissioning of healthcare facilities. The research and information uncovered in the feasibility study has the associated benefit of supporting detailed planning and reducing the research time needed for later project phases.

Technology and System Feasibility -

This involves questions such as whether the technology needed for the system exists, how difficult the system will be to build and whether the firm has enough experience using that technology. The assessment is based on a design outline of system requirements, including input, processes, output, fields, programs, and procedures. This can be quantified, in terms of volumes of data, trends, and frequency of updating, etc., to estimate if the new system will perform adequately.

Resource Feasibility - This involves questions such as how much time is available to build the new system, when it can be built, whether it interferes with normal business operations, the type and amount of resources required and dependencies, etc. Contingency and mitigation plans should also be made to prepare the company for a project that is not completed within the budget or allocated time.

Cultural Feasibility - The project's alternatives should also be evaluated for their influence on the local and general culture; for example, environmental factors need to be considered and the community apprised of them. Further, an enterprise's own culture should be assessed to determine whether it clashes with the results of the project.

Operational feasibility - This assesses the current work practices and procedures and whether they support a new system. It also includes social factors such as how the organizational changes will affect workers.

Legal Feasibility - This determines whether the proposed system conflicts with legal requirements. For example, a data processing system must comply with local Data Protection Acts. When an organization has either internal or external legal counsel, such reviews are standard. However, a project may face legal challenges after completion if this factor is not considered in the early stages.

Schedule Feasibility - A project will fail if it takes too long to be completed. This means that it is important to estimate how long the system will take to develop and also, determine whether the project can be completed in a given time.

Facilities Planning

MyPT Health provides healthcare support to hospital architects and developers by:

- Ensuring the functionality of the facility
- Maintaining proper flows
- Ensuring that current regulations are met
- Reviewing sketch plans for accuracy and assisting in developing room data sheets
- Advising on medical equipment requirements in relation to the facility design

Hospital Commissioning and Development

Hospital Management, Operations and Consultancy - Management is available for all phases of hospital development, including the construction of new hospitals, from initial concept until final commissioning, as a facility that is providing quality care.

Review of Hospital Design in the Early Planning Stage - Reviews of Hospital Design in the Early Planning Stages can also be conducted. In addition, architecture, building services engineering, medical equipment engineering, business organisation and processes can also be managed.

Healthcare Technology Solutions

Telemedicine can be described as the use of information and communications technologies to access healthcare regardless of time and distance.



Health Information

The incorporation and implementation of Health Information Systems (HIS) within healthcare institutions is a global trend. MyPT Health has assisted public sector organisations in the initial planning and commissioning phases, taking projects from terms of reference, to the choice and scoring of suppliers, contract negotiations, project definition and project management. The company presently implementing one of the largest and most successful HIS projects globally, in South Africa.

Telemedicine

Telemedicine can be described as the use of information and communications technologies to access healthcare regardless of time and distance. The most common telemedicine applications are:

- Radiology
- Psychiatry
- Dermatology (clinical validation study)
- Cardiology & Echocardiography
- Pathology
- Home Monitoring
- Surgery
- Wireless applications

MyPT Health assists clients in scoping and implementing telemedicine projects in healthcare. The company has access to world class telemedicine expertise and has successfully implemented global healthcare systems.

SAP in Healthcare

MyPT Health has developed expertise in implementing SAP in large government organisations. The company brings project management skills and organisational analysis, thus ensuring that the system is configured to the organisational need and structure of the organisation. Health institutions in the public sector are unique with respect to their modus operandi and their day to day running. As a result, SAP must be implemented to meet the peculiar needs of these institutions.

Waste Management

We assist clients to choose appropriate technology in waste management and further assist in developing and rolling out policies and procedures to minimise risk in facilities.

Biomedical Engineering

Large investments are made in medical equipment each year. MyPT Health explores avenues for cost savings and improving the management of equipment within healthcare facilities. Our main aim is to empower organisations to become self sufficient in this area.



Healthcare Training

MyPT Health also provides training programmes as part of e-learning packages and provides in-person training, depending on the client's needs.

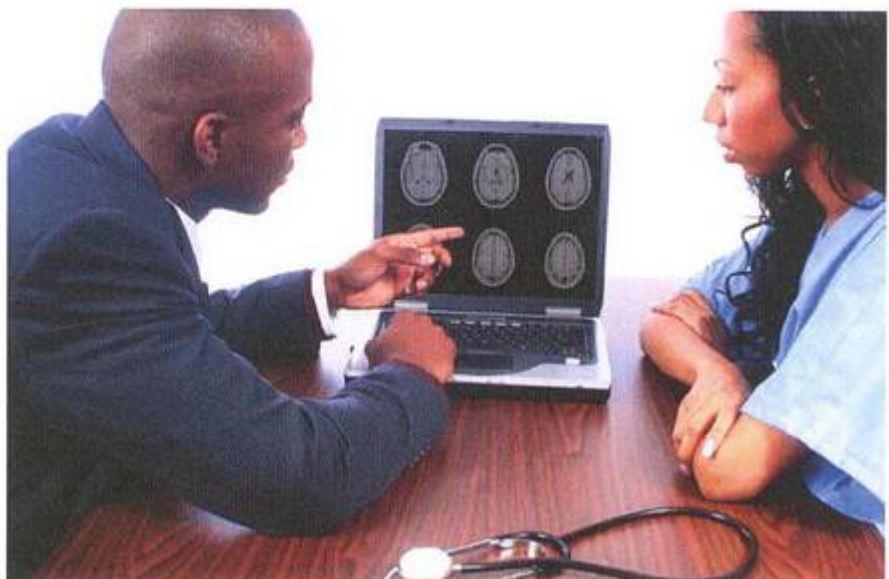
MyPT Health has a training division that develops materials and training for health workers. The company has developed global training programmes. The main areas of focus are:

- Health Operations
- Risk Management
- Patient Safety
- Nursing Services
- Primary Healthcare Training
- EMS Training

Organisations are able to tailor-make training programmes to their specific requirements. MyPT Health also provides training programmes as part of e-learning packages and provides in-person training, depending on the client's needs.



MyPT Health has established alliances and partnerships with educational institutions offering accreditation learning modules, by working jointly with universities and colleges to provide specialised courses for specific users. Certified courses can be created on a case by case basis with a client focused learning approach.



Innovations in Healthcare

MyPT Health assists clients in developing the best strategy and implementation plan for medical tourism faculties within existing facilities.

Medical Tourism

Medical Tourism is one of the latest trends in healthcare. MyPT Health assists clients in developing the best strategy and implementation plan for medical tourism faculties within existing facilities. The model that has been developed delivers on increased revenue streams, emergence of centres of excellence and an international marketing campaign.

MyPT Health offers hospitals and clinics an on-site Medical Tourism Audit, which specifically addresses outcomes and key issues that experience has shown to be critical for safe patient care.



Research in Healthcare

MyPT Health provides the resources to conduct assessments, analysis and interpretation of studies done in the healthcare sector.

