A Legacy of Excellence

- Asia’s Foremost Integrated Healthcare Organisation
- 62 Hospitals
- 6 JCI Accredited Hospitals
- 14 NABH Accredited Hospitals
- Over 8000 Clinicians
- 60,000 Rural Teleclinics
- 61 Apollo Clinics
- 15 Million Health Checks
- Touched 45 Million Lives from 121 Countries

Cutting-edge technology
Superior clinical outcomes benchmarked against the best
Tender Loving Care all the way

A Story of Clinical Excellence
Built on Strong Clinical Differentiators
The Experience
High Volumes Bring Better Outcomes

A new Medicare analysis suggests quality highly correlates with volumes.

— February 3, 2010 - The Heart.org

A Day at Apollo

- 60,000 laboratory tests
- 800 major surgeries
- 600 CT scans
- 300 MRIs
- 40 cardiac surgeries
- 5 solid organ transplants

Volumes at Apollo for 2015
(Extensive experience across specialties)

- 3,800,000+ out patients
- 400,000+ admissions
- 250,000+ preventive health checks
- 135,000+ radiotherapy sessions
- 33,000+ chemotherapy sessions
- 28,000+ orthopedic surgeries
- 85,000+ neuro-surgical operations
- 13,000+ heart surgeries
- 5600+ joint replacements
- 1200+ kidney transplants
- 400+ liver transplants
- 150+ bone marrow transplants
- Patients from 121 countries

*The highest-rated hospitals in the US News and World Report are also likely to be high-volume institutions.*
**Advanced Technology Supports Complex Treatment. Apollo is The Pioneer in India For**

- 3T MRI, 640 Slice CT, PET-CT
- PET-MRI
- CLINAC 600 SR, Novalis
- Gamma Knife, Cyber Knife
- Proton Therapy* (2017)
- Telemedicine
- eICU
- Dedicated stroke units
- Air Ambulance
- TrueBeam
- Robotics

---

**We Measure Our Outcomes and Benchmark them Globally Through Clinical Balanced Scorecards**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CABG mortality rate</td>
<td></td>
</tr>
<tr>
<td>Complication rate post coronary intervention</td>
<td></td>
</tr>
<tr>
<td>Average Length of Stay (ALOS) post angioplasty</td>
<td></td>
</tr>
<tr>
<td>ALOS post THR</td>
<td></td>
</tr>
<tr>
<td>ALOS post TKR</td>
<td></td>
</tr>
<tr>
<td>Complication rate TKR</td>
<td></td>
</tr>
<tr>
<td>ALOS post renal transplant</td>
<td></td>
</tr>
<tr>
<td>Measurement of Kt/V or Urea Reduction Ratio (URR) in patients on Haemodialysis</td>
<td></td>
</tr>
<tr>
<td>ALOS post TURP</td>
<td></td>
</tr>
<tr>
<td>Complication rate TURP</td>
<td></td>
</tr>
<tr>
<td>Endoscopy complication rate</td>
<td></td>
</tr>
<tr>
<td>Patient satisfaction with pain management</td>
<td></td>
</tr>
<tr>
<td>Door to thrombolysis time in ischemic stroke in ER</td>
<td></td>
</tr>
<tr>
<td>Door to CT or MRI time in stroke in ER</td>
<td></td>
</tr>
<tr>
<td>Catheter Related Blood Stream Infection (CR-BSI)</td>
<td></td>
</tr>
<tr>
<td>Ventilator Associated Pneumonia (VAP)</td>
<td></td>
</tr>
<tr>
<td>Catheter Related UTI (CR-UTI)</td>
<td></td>
</tr>
<tr>
<td>Surgical Site Infection (SSI-Clean wound)</td>
<td></td>
</tr>
<tr>
<td>ALOS in hospital</td>
<td></td>
</tr>
<tr>
<td>ALOS in ICU</td>
<td></td>
</tr>
<tr>
<td>Medication Errors</td>
<td></td>
</tr>
<tr>
<td>ALOS post radical prostatectomy</td>
<td></td>
</tr>
<tr>
<td>Readmission rate post renal transplant within 30 days</td>
<td></td>
</tr>
<tr>
<td>Break in planned radiotherapy</td>
<td></td>
</tr>
<tr>
<td>One year survival rate for liver transplants</td>
<td></td>
</tr>
</tbody>
</table>

*First in South Asia that will cater to 3 billion people*
Patient Safety is **Our Prime Focus**

In 2015, We had

- Lower hospital acquired Infections in comparison to NHSN benchmarks, 2012
  - 1/2 CR-UTI Rates
  - 1/4 SSI Rates
- Equal CR-BSI in comparison to NHSN benchmarks, 2012
- Unplanned returns to OT of only 0.16% patients
- No instance of retained foreign body or wrong site or wrong side surgery
- No instance of ‘pneumothorax post CV line insertion”
- 0% “missed injuries” in acute trauma patients

---

We Have Proven Expertise in Complex Cases

- Busiest solid organ transplant program in the world since 2012
- Best surgical team of the year Awarded by BMJ for Robotic Spine Surgery in India
- First ever reported surgical separation of pygopagus twin boys
- Heart transplant in a 65 year old patient
- Joint replacement surgeries on > 90 year old patients

---

An Active Focus on Academics and Research Helps Us Give the Latest in Medical Care to the Patients

- More than 160 research papers received for recognition last year
- 70 adjunct titles of Professor and Associate Professor awarded by AHERF over the last four years
- 31 seats approved in 21 specialties to run clinical fellowships
- 662 DNB tranies across 38 specialties in 10 Hospitals
Clinical Excellence is one of Apollo's biggest contributions to Indian healthcare. We started the accreditation journey in India and haven't looked back since.

Indraprastha Apollo Hospitals became the first JCI accredited hospital in India.

Apollo Hospitals are accredited by the National Board for Hospitals and Healthcare Providers (NABH).
The Apollo Journey So Far

- Touched 45 million lives
- 15 million Preventive Health Checks
- Patients from 121 Countries
- 1,60,000 Cardiothoracic Surgeries
- Over 20,000 Joint Replacements in the last 5 years
- Over 700 Bone Marrow Transplants
- First Liver Transplant in Children and Adults in India
- First Multi Organ Transplant in India
- Over 14,000 Kidney Transplants
- Over 2200 Liver Transplants
- 1642 Solid Organ Transplants in 2015

The Apollo Group was Recognised at Various Fora in 2015

- Lifetime Achievement Award 2015 – All India Management Association (AIMA)
- The AIMA Lifetime Achievement Award 2015 to hon Chairman, Dr Prathap C Reddy
- Asian Hospital Management Awards 2015
- Apollo hospitals won seven awards in six categories
- Australian Service Excellence Award 2015
- Apollo Hospitals Group for the category ‘Division of a Large Business – International’
- The WEEK-Nielsen, Best Hospital Survey 2015
- Apollo Hospitals, Chennai was ranked the best corporate multi-specialty hospital in the country; Indraprastha Apollo Hospitals, Delhi was ranked as the third best corporate multispecialty hospital in the country
- Apollo Hospitals were also ranked as the best multi-specialty hospitals in the cities of Ahmedabad, Chennai and Kolkata
- FICCI Healthcare Excellence Awards 2015
- Apollo Speciality Hospitals, Teynampet in the Patient Safety category for their nomination ‘5S in Patient Safety’
- Best Medical Tourism India Award 2015
- Apollo Health City, Hyderabad won the Best Medical Tourism Facility award
- CIMS Healthcare Excellence Awards 2015
- Apollo hospitals won four awards, ‘Best Tourism Facility’, ‘Best Hospital of the Year’, ‘Highest Standard in Patient Care Award’ and ‘Best Dental Clinic Network Award’
- Confederation of Indian Industry (CII) Business Excellence Star Recognition Award 2015
- Apollo Hospitals, Chennai won the award in three categories – Excellence in Operations, Excellence in Customer Management and Excellence in People Management
- CII – Southern Region Kaizen Competition 2015
- Apollo Hospitals, Chennai winner in the Large Scale / Service category
- CII ITC Sustainability Awards 2015
- Apollo Gleneagles Hospitals, Kolkata for Corporate Excellence
- Frost and Sullivan Awards 2015
- Apollo Hospitals, Chennai for being the ‘Comprehensive Neurosciences Service Provider Company of the Year’
- Best Employer Brand Awards 2015
- Apollo Hospitals won three prestigious awards in the following categories, ‘Best Employer of the Year’, ‘Award for Talent Management’ and ‘Award for Excellence in HR through Technology’
- Golden Peacock Business Excellence Award 2015
- Apollo Speciality Hospitals, Vanagaram, Chennai as winner of ‘Golden Peacock Business Excellence Award’
- Association of Healthcare Providers of India (AHPI) Award 2015
- Apollo Cradle, Bangalore for Patient Service amongst Small hospitals