



CHG completes 2017 infrastructure investment program in excess of EGP150M

	Cleopatra Hospital	Cairo Specialized Hospital	Nile Badrawi Hospital	Al Shorouk Hospital
Cumulative Investment 2014-2017 (EGP)	26,715,423	52,016,705	32,291,846	17,431,329
Total employees	1449	998	771	839
Operating Rooms Renovation	New equipment installed including: surgical lights (Trumph) + surgical laparoscope (Storz) + image intensifier (Philips) + anesthesia machines (Drager)	New equipment installed including: surgical tables (Maquet) + orthopedic extension & drills (Maquet) + surgical light (Trumph) + surgical laparoscope (Storz) + Bronchoscope (Storz) + surgical suction (Atom) + harmonic (Johnson) + 2 anesthesia machines (GE)	Renovation completed + new equipment installed including: surgical lights (Maquet) + surgical tables (Steris) + anesthesia machines (Drager) + flat pannel image intensifier + neurosurgical microscope (Leica) + harmonic machine + surgical laparoscope (Storz)	New upgraded operating lights (Maquet) and surgical tables (Trumph)
ER Renovation	Ongoing, will be renovated as part of the groups 2018 plan to renovate all hospital entrances	Ongoing, will be renovated as part of the groups 2018 plan to renovate all hospital entrances	Ongoing, will be renovated as part of the groups 2018 plan to renovate all hospital entrances	Completed, with 4 new (Stryker) stretchers + 2 new monitors (Mindray)
ICU Renovation/ Expansion	New equipment installed including 2 new ICU beds + new ventilators (Drager) and a hemodialysis unit (Gambro) + monitors (GE)	New equipment installed including: syringe and infusion pumps (Fresenius) + ventilators (Drager) + monitors	Added new ICU ward with 6 rooms including new electric beds, ventilators, monitors, and DC shocks	Added new ICU ward with 7 rooms including new electric beds, ventilators, monitors, and DC shocks
Outpatient Clinics Renovation	Renovations plans for outpatient clinics are ongoing, with planned completion in 2018, new ENT clinic completed	Renovations plans for outpatient clinics are ongoing, with planned completion in 2018	Complete renovation of outpatient department in progress with 1/3 of the rooms completed, with the rest due across 2018	Outpatient clinics renovated inclusive of new furniture

Cardiac Catheter Renovation	Completed, new state of the art Cath Lab Installed (Phillips Alura FD 20)		Completed Siemens Cath Lab	
Endoscopy Department Upgrade	Renovation and equipment upgrade completed with new endoscopy unit	Renovation and equipment upgrade completed with new endoscopy unit		
Radiology Department Renovation		Renovation completed with a state of the art imaging center of excellence including MRI + CT Scan + Mammogram + ultrasound (Phillips)		Renovation ongoing, addition of CT scan to ASH completed
Inpatient Room Renovation	Inpatient room renovation ongoing, new electric beds (IPrado) procured and installed	Inpatient room renovations ongoing, new electric beds (Hillrom) procured and installed	Inpatient room renovations ongoing, new electric beds (IPrado) procured and installed	Ongoing, 1/3 rooms have been renovated inclusive of new medical furniture
Oncology Department			Oncology and radiotherapy center of excellence being set up with 2nd state of the art Linac procurement ongoing	Chemotherapy room renovated
Sterilization Units	New Autoclave (Amasco) installed	New washer disinfectant installed		New autoclave (Amasco) installed
Implementation of staff customer service and professional training program	completed	completed	completed	completed
ESG Policies	Implemented IFC ESG policies across the Group with support from xyz and signed off by Proparco, EBRD, DEG			
Quality function upgrade across the Group	Set up a central Quality Function, spearheaded by an industry veteran with over 20 years of experience and a track record of accreditations across Egyptian Hospitals; Completed JCI readiness assessment with findings incorporated into the corrective action plan for each hospital in preparation for accreditation test; Completed life fire and safety, and waste management audits through a third party provider, with findings incorporated in the corrective action plan for each hospital; Unified hospitals policies , around 165 policies have been rolled out while in parallel training staff to ensure adequate implementation and adherence to improve service level and safety across the Group; Unified and developed 145 non-financial KPI's to measure quality performance across hospitals; Launched Patient's VOICE program, a world-class healthcare services culture program aimed at improving patient satisfaction and referrals, employee satisfaction and retention, and promotes best-in-class quality and safety practices. Quality improvement projects launched aimed at improving the standard of various services and functions across the group including: code blue service, medication management, hand hygiene, patient flow in the emergency department, operating rooms and outpatient clinic utilization, waste management			