

Quality scorecard

We believe that clinical quality is best measured in key patient outcomes and patient experience, which is why we include both in our Quality Scorecard. We continue to demonstrate high quality outcomes across both these aspects, showing our commitment to patient care.

Our businesses operate in different local environments and have a varying patient mix in each region, which is reflected in the range of quality indicator results. We monitor clinical indicators closely and can demonstrate improvements across most indicators and all results within safe and acceptable standards.

It is important to note that year-to-year movement in some measures does not necessarily reflect a lack of improvement or a decline in care. For example, an increase in the rate of return to theatre may reflect timely management of predominantly cardiac patients, where outcomes are improved by early intervention.

Transparency around patient care is important and many facilities report quality and experience at a site level.

Clinical quality indicators

| Hospital accreditation (%) | | FY21 | FY22 | FY23 |
|----------------------------|-----------|------|------|------|
| Ramsay Australia | Australia | 100 | 100 | 100 |
| Ramsay UK | UK-Acute | 100 | 100 | 100 |
| | Elysium | - | 100 | 100 |
| Ramsay Santé | France | 100 | 100 | 100 |
| | Nordics | 100 | 100 | 100 |
| Ramsay Sime Darby | Malaysia | 100 | 100 | 100 |
| | Indonesia | 100 | 100 | 100 |

| Never events (wholly preventable) ¹ | | FY21 | FY22 | FY23 |
|--|-----------|------|------|------|
| Ramsay Australia | Australia | 22 | 13 | 13 |
| Ramsay UK | UK-Acute | 10 | 5 | 4 |
| | Elysium | - | 0 | 0 |
| Ramsay Santé | France | 29 | 35 | 44 |
| | Nordics | 55 | 32 | 55 |
| Ramsay Sime Darby | Malaysia | 0 | 0 | 0 |
| | Indonesia | 0 | 0 | 1 |

| Rate of unplanned readmission within 28 days (%) ² | | FY21 | FY22 | FY23 |
|---|-----------|------|------|------|
| Ramsay Australia | Australia | 0.47 | 0.39 | 0.32 |
| Ramsay UK | UK-Acute | 0.12 | 0.14 | 0.14 |
| | Elysium | - | N/A | N/A |
| Ramsay Santé | France | 8.04 | 8.01 | 8.13 |
| | Nordics | N/A | N/A | N/A |
| Ramsay Sime Darby | Malaysia | 0.37 | 0.21 | 0.21 |
| | Indonesia | 0.30 | 0.32 | 0.22 |

| Rate of unplanned return to theatre during same admission (%) ² | | FY21 | FY22 | FY23 |
|--|-----------|------|------|------|
| Ramsay Australia | Australia | 0.19 | 0.20 | 0.18 |
| Ramsay UK | UK-Acute | 0.11 | 0.15 | 0.13 |
| | Elysium | - | N/A | N/A |
| Ramsay Santé | France | 0.81 | 0.74 | 0.69 |
| | Nordics | N/A | N/A | N/A |
| Ramsay Sime Darby | Malaysia | 0.03 | 0.02 | 0.06 |
| | Indonesia | 0.19 | 0.15 | 0.13 |

| Rate of hospital acquired Staphylococcus aureus bacteraemia per 10,000 bed days | | FY21 | FY22 | FY23 |
|---|-----------|------|------|------|
| Ramsay Australia | Australia | 0.37 | 0.26 | 0.33 |
| Ramsay UK | UK-Acute | 0.15 | 0.22 | 0.04 |
| | Elysium | - | N/A | N/A |
| Ramsay Santé | France | 1.60 | 0.93 | 0.82 |
| | Nordics | N/A | 0 | 0 |
| Ramsay Sime Darby | Malaysia | 0 | 0.05 | 0 |
| | Indonesia | 0 | 0.30 | 0.10 |

Patient indicators

| Net Promoter Score (NPS) | | FY21 | FY22 | FY23 |
|--------------------------|----------------------|------|------|------|
| Ramsay Australia | Australia | 73 | 71 | 72 |
| Ramsay UK | UK-Acute | 84 | 82 | 85 |
| | Elysium ³ | - | 88 | 81 |
| Ramsay Santé | France | 70 | 70 | 70 |
| | Nordics | 71 | 70 | 70 |
| Ramsay Sime Darby | Malaysia | 35 | 51 | 61 |
| | Indonesia | 26 | 32 | 40 |

| Notifiable breaches of patient privacy | | FY21 | FY22 | FY23 |
|--|-----------|------|------|------|
| Ramsay Australia | Australia | 1 | 0 | 1 |
| Ramsay UK | UK-Acute | 2 | 1 | 1 |
| | Elysium | - | 0 | 1 |
| Ramsay Santé | France | 13 | 8 | 2 |
| | Nordics | 9 | 11 | 21 |
| Ramsay Sime Darby | Malaysia | 0 | 0 | 1 |
| | Indonesia | 0 | 0 | 0 |

¹ Never events for our acute facilities include: wrong implant/ prosthesis; iron infusion where there is evidence that policy and procedure was not followed; infant breastfed by wrong mother or breast milk given to wrong infant; suspected suicide of a mental health inpatient (where inpatient is on leave or absconded) and where there is evidence that policy and procedure was not followed. Never events for Elysium mental healthcare facilities include: misselection of a strong potassium solution, administration of medication by the wrong route, overdose of insulin due to abbreviations or incorrect device, overdose of methotrexate for non-cancer treatment, misselection of high strength midazolam during conscious sedation, failure to install functional collapsible shower or curtain rails, falls from poorly restricted windows, misplacement of naso- or oro-gastric tubes. In the Nordic region, these are called sentinel events, which are events that have caused or could have caused patient injury which are reported to the authorities in line with local legislation and results in root cause investigation to achieve relevant learning and take necessary corrective action.

² France rates include planned and unplanned readmissions and are based in a fiscal year. Australian rates for unplanned readmissions and returns to theatre are calculated from the first six months of data, as H1 and H2 figures are not available for the second six months from ACHS at the time of reporting. Mental health excluded (including Elysium) due to the episodic nature of readmissions.

³ Elysium Healthcare Friends and Family Satisfaction Survey.

NOTE

While efforts have been made to compile data across regions on a consistent basis, there may be differences. Elysium FY22 data covers Feb-Jun 2022.

The table does not include data relating to facilities in Italy.

The figures in the Quality Scorecard for Ramsay Australia, Ramsay UK, Elysium Healthcare and Ramsay Sime Darby are subject to limited assurance, see page 56 for details.