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Public

Nurturing a Healthier Society

Introduction



Our Material Matters

- Antimicrobial Stewardship
- Reducing Disease Burden
- Corporate Responsibility

as support causes outside healthcare in areas such as environmental awareness, diversity, and inclusion.

By working as one IHH Healthcare family, we can be a positive force to build healthier communities across the globe.

Nurturing a Healthier Society

Robust antimicrobial stewardship (AMS), reducing disease burden, and corporate responsibility are essential pieces of the puzzle for being a trusted provider of safe and quality care.

Antimicrobials are an indispensable part of healthcare, crucial in surgery, treating infectious diseases, and managing immunocompromised patients. Unfortunately, inappropriate and overuse of antimicrobials, as well as climate change¹ has resulted in growing resistance to antimicrobials. If left unchecked, AMR will significantly impact upon our ability to deliver the highest possible standard of care to our patients.

At the same time, we also recognise how nurturing a healthier community through our corporate responsibility programmes can help us to reduce disease burden where we operate. Contributing to lower prevalence of disease incidence also helps lessen the load on the acute healthcare system, freeing up precious resources to enable patients to receive the care they require.

More than just reducing disease burden, however, our corporate responsibility initiatives also play an equally important role in creating positive social impact and fostering a strong sense of community.

With the people, size, and reach of our network, we have a responsibility to improve the health of our communities. Specifically, we want to tackle the issue of antimicrobial resistance (AMR) and reduce disease burden in the regions that we operate in, as well as engage in corporate responsibility initiatives to better serve the public.

In the area of AMR, all our hospitals are enhancing their antimicrobial stewardship programmes as part of our ongoing efforts to build healthier and stronger communities.

To reduce disease burden, we are committed to enhancing the health literacy, health screening, and disease management programmes (focusing on cancer and cardiovascular diseases) that we provide to the public. We also aim to make quality healthcare available to underserved communities by offering free or subsidised treatment, as well

Our Goal

To touch five million lives² for healthier communities by 2025.

How We Will Get There

2023 Progress Highlights



Antimicrobial Stewardship

By implementing antimicrobial resistance interventions, in line with guidelines set by the Centers for Disease Control and Prevention, World Health Organization, and national health bodies, across all our hospitals by 2025

As part of our Antimicrobial Stewardship (AMS) Programme, 100% of our markets established relevant committees and guidelines for common infections and procedures. These guidelines are evidence-based, regularly reviewed, and follow local susceptibility patterns.



Reducing Disease Burden

By enhancing the health literacy, health screening, and disease management programmes (focusing on cancer and cardiovascular diseases) that we provide to the public

- Facilitated 297,049 screenings for breast, cervical, and colorectal cancers
- Facilitated 667,560 health screenings



Corporate Responsibility

By widening access to and making available quality healthcare to underserved communities through free or subsidised initiatives

- Donated close to USD\$5 million in aid of earthquake victims in Türkiye and Syria
- Expanded our flagship Life Renewed corporate responsibility programme from Malaysia to Singapore via a two-year partnership with Para Athletics (Singapore)

¹ Wong C. Antibiotic resistance is a growing threat — is climate change making it worse? *Nature*. Published online January 8, 2024. <https://www.nature.com/articles/d41586-023-04077-0>.

² Number of lives touched includes cumulative number of patients utilising IHH services targeted at reducing antimicrobial resistance and disease burden, and number of beneficiaries reached through our public corporate responsibility programmes.

Antimicrobial Stewardship

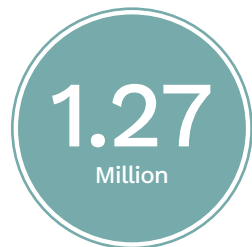
What is Antimicrobial Resistance (AMR)?

Antimicrobials – including antibiotics, antivirals, antifungals, and antiparasitics – are a cornerstone of modern medicine that treat, prevent, or control the spread of infectious diseases. Unfortunately, as microbes evolve and become resistant, antimicrobial treatments become less effective, giving rise to AMR.

Why Is It Important?

AMR is a top 10 global public health threat. In 2019, it was estimated that bacterial AMR was linked with 4.95 million deaths and directly responsible for 1.27 million deaths globally¹. To put this into perspective, AMR causes more deaths than HIV/AIDS or malaria annually, or close to the combined COVID-19 death toll in 2020 and 2021.

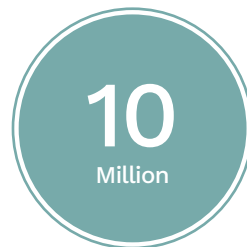
As a leading global healthcare provider, we recognise the importance of robust antimicrobial stewardship to provide safe and quality care, be it in performing surgery, treating infectious disease, or managing immunocompromised patients. The effectiveness of our success in treating infections severely diminishes without effective antimicrobials. The scarcity of new antibiotics underscores the importance of preserving the efficacy of existing ones.



People killed annually
by AMR infections



AMR-associated
deaths in children
under age 5



Estimated annual
AMR deaths in 2050

AMR Action Fund, <https://www.amractionfund.com/threat-of-amr>

Our Approach

Through our Antimicrobial Stewardship (AMS) programme, we promote the responsible use of antimicrobials to reduce microbial resistance, decrease the spread of infections caused by drug-resistant superbugs, and improve patient outcomes.

We employ a systematic approach to ensure the rational use of antimicrobials by highlighting the importance of administering antibiotics at the right time with the correct dose. This involves gaining a more sophisticated understanding of the bacterial profile in our hospitals and our resistance profiles to different antibiotics.

At the same time, we also believe in empowering our hospitals to come up with effective AMS protocols. To ensure the AMS programmes across our global hospitals adhere to the same standards and meet the same targets, we have adopted Centers for Disease Control and Prevention's (CDC) guidelines. CDC's Core Elements of Antibiotic Stewardship offer providers and facilities a set of key principles to guide efforts to improve antibiotic use and, therefore, advance patient safety and improve outcomes. This is in addition to adhering to local requirements of respective local health authorities.

We also organise awareness campaigns to educate doctors, nurses, patients, and the public on selecting antibiotics, appropriate dosages, and optimum antibiotic treatment.

To ensure smooth execution of our AMS strategy, we have developed a 3-phase implementation roadmap to guide us in reaching our targets:

Phase	Implementation Target	Status
Pre-implementation (2022)	Create Antimicrobial Stewardship Programme (ASP) Framework – Including implementation timelines for all markets	✓
1 (2023)	Set Up Country ASP Committee – A leader to be appointed to coordinate the programme	✓
	Guideline Adoption – All facilities to be provided with evidence-based guidelines for common infections and procedures	
2 (2024)	Continuous AMR Education – For patients and healthcare workers	⚙️
	Guideline Monitoring – Compliance monitoring through audits on antimicrobial use	
	Post-Prescription Feedback – Regular evaluation and sharing of antimicrobial use	
	Antibiogram² – Regularly update aggregate antibiogram	
	Infection Monitoring – Of key resistance organisms and hospital acquired infections	
3 (2025)	Continuous AMR Education – For patients and healthcare workers	⚙️
	Implementation of Preauthorisation Requirement – For certain antimicrobials	
	Infection-Based Interventions – For infections such as community acquired pneumonia, urinary tract infection, etc.	
	Antimicrobial Timeout – Review of antimicrobials within 48-72 hours to ascertain appropriateness of therapy	
	Continuous AMR Education – For patients and healthcare workers	

² A chart or table that shows which antibiotics are effective against specific bacteria or pathogens. It provides information on the susceptibility of bacteria to various antibiotics, helping healthcare professionals choose the most appropriate and effective treatment for infections.

✓ Completed ⚙️ In progress

¹ World Health Organization. Antimicrobial resistance. World Health Organization. Published November 21, 2023. <https://www.who.int/news-room/fact-sheets/detail/antimicrobial-resistance>.

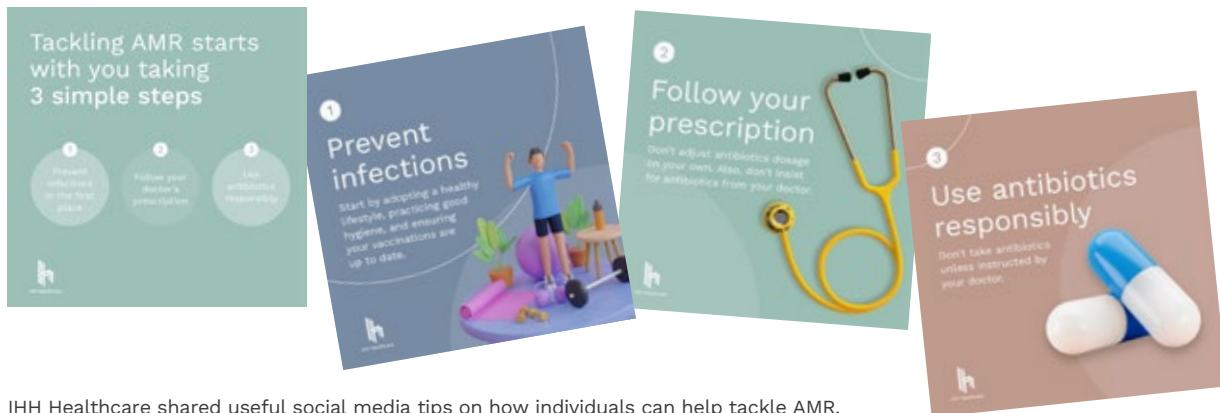
Our Progress in 2023

In 2022, we gained valuable insights into the current state of AMS across our markets and established an overarching ASP framework, complete with a 3-phase implementation timeline.

We have made considerable strides towards reaching our Phase 1 goal with 100% of our hospitals and markets achieving the targets set out for 2023. This includes AMR education for healthcare workers and patients alike, delivered through a combination of internal sustainability training modules and external public health campaigns rolled out across online and physical touchpoints.

Targets and Metrics

Targets	Metrics	2022	2023
To have 100% of hospitals enhance AMR interventions in line with CDC, WHO and national guidelines by 2025	Percentage of hospitals enhancing AMR interventions in line with CDC, WHO and national guidelines	Began to establish antimicrobial stewardship committees and develop at least three country-specific treatment guidelines in each country	100% of our hospitals established ASP committees and developed country-specific guidelines, covering common infections and common procedures



IHH Healthcare shared useful social media tips on how individuals can help tackle AMR.

Highlights

World AMR Awareness Week 2023



Every year, in November, World AMR Awareness Week (WAAW) is observed across the globe. The campaign seeks to promote awareness and understanding of AMR and encourage best practices among the public, healthcare workers, and policymakers who all play a critical role in reducing the further emergence and spread of this hidden pandemic.

In conjunction with this year's WAAW, IHH Healthcare launched its new sustainability webpage which includes a dedicated section on AMR to educate our internal and external stakeholders on antimicrobial stewardship. It explains what AMR is, what the organisation is doing to tackle AMR as well as how everyone can be part of the solution.

As part of our ongoing AMR education efforts, various posts about the seriousness of AMR, and what individuals can do to make a difference in building a healthier future for generations to come were also shared on online social media platforms.

Highlights

Antimicrobial Stewardship Center of Excellence (CoE) Day Symposium



In conjunction with World AMR Awareness Week (WAAW) and in partnership with bioMérieux and Premier Integrated Labs (PIL), IHH Malaysia hosted the landmark Antimicrobial Stewardship (CoE) Day Symposium at Pantai Hospital Kuala Lumpur on 22 November 2023.

Launched by Malaysia's Deputy Minister of Health, YB Dato' Lukanisman bin Awang Sauni with the theme "A Multisectoral Collaborative Approach in the Fight Against AMR", the event was attended by more than 90 local and international participants. Experts from bioMérieux, PIL, Malaysia's Ministry of Health and IHH Malaysia provided their insights about understanding AMR as a global threat, challenges in patient management and implementing initiatives for controlling AMR.

Also present at the event was Jean-François Naa, CEO of IHH Malaysia, who expressed his commitment stating, "At IHH Malaysia, combating AMR is ingrained in our global sustainability goals. Our active AMS committee strategically spearheads initiatives. In this battle, knowledge is our strongest ally. The exchange of insights between global experts, local healthcare leaders, and private providers is crucial as we navigate uncharted waters. Moving forward, strategic collaboration is paramount to combat resistance instead of working in silos."



Looking Ahead

IHH Healthcare is committed to promoting the responsible use of antimicrobials, by continuing to raise awareness and encouraging action to address the pressing issue of AMR.

Over the next two years, we will be ramping up our efforts through phase 2 and 3 of our 3-phase ASP implementation roadmap. This will see us introduce guideline monitoring, increase AMR education for both patients and healthcare workers, and conduct regular evaluation and audits to ensure the effectiveness of our programme.

We will also be implementing more safeguards and specific interventions to ensure the best use of antimicrobials in delivering safe and quality patient care. These includes preauthorisation requirements for certain antimicrobials, as well as antimicrobial timeout to ensure appropriateness of antimicrobial therapies.

Sustained collaboration with healthcare professionals is essential to address AMR at its core. Combating AMR require ambitious and synergistic partnerships among diverse stakeholders for effective and holistic solutions.

Reducing Disease Burden; Corporate Responsibility

Our Approach

We reduce disease burden by focusing on the top two causes of mortality – cancer and cardiovascular diseases (CVDs). We employ a holistic approach that focuses on early detection and increased public awareness, which are manifested in the form of regular health screenings as well as online and offline healthy lifestyle campaigns.

Because we believe in empowering every individual to take charge of their own health, we also strive to equip the public with useful knowledge about cancer and CVD risk factors so that they can take appropriate preventive measures to reduce their risk of such diseases.

Working hand in hand with our mission to reduce disease burden are our corporate responsibility (CR) initiatives, which act as a conduit for quality healthcare to reach underserved communities. Examples of such initiatives include our “Life Renewed” collaboration with the Ministry of Health in Malaysia to provide free radiotherapy and radiosurgery to patients from government hospitals, and Gleneagles Hospital Kuala Lumpur’s “A Heart for a Heart” programme, which treats congenital heart conditions for free.

Even as we strive to reduce disease burden, we are equally cognisant about the importance of building up strong and vibrant communities, as well as fostering a strong sense of belonging and purpose among our employees, doctors, patients and other stakeholders. Ultimately, this is what binds us together and reminds us why we do the things we do.



Cardiovascular diseases are the leading cause of death globally, taking an estimated 17.9 million lives each year¹.

Cancer is the second leading cause of death globally, accounting for nearly 10 million deaths in 2020, or nearly one in six deaths².

¹ Cardiovascular diseases. World Health Organization. Accessed February 19, 2024. https://www.who.int/health-topics/cardiovascular-diseases#tab=tab_1.

² Cancer. World Health Organization. Accessed February 29, 2024. <https://www.who.int/news-room/fact-sheets/detail/cancer>.

Our Flagship Life Renewed Corporate Responsibility Programme

Established since 2012, IHH Malaysia’s flagship Life Renewed corporate responsibility programme for underprivileged communities aims to reduce the burden of disease. A decade later, the programme expanded to include cancer treatments with the signing of a Memorandum of Understanding with the Malaysian Ministry of Health in September 2022.

Since the inception of the Life Renewed programme, over 2,600 underserved Malaysians have received free medical treatment from our network of 16 hospitals including Gleneagles Hospitals, Pantai Hospitals and Prince Court Medical Centre. Amongst others, patients receive free medical treatment and surgery sponsorships for hole in heart treatments, cataract, and total knee replacement while 500 cancer patients undergoing treatments at government hospitals are fully sponsored for radiotherapy and radiosurgery treatments.



RM5 million committed yearly



Top treatments provided:

- Cardiology (Ventricular septal defect)
- Total knee replacement
- Anterior cruciate ligament
- Cataract

Our Progress in 2023

1. Reducing Disease Burden

We continued to facilitate regular cancer tests and health screenings in 2023. These included 297,049 cancer screenings, and 667,560 health screenings (with blood pressure checks).

Early Screening Saves Lives

Regular cancer screening is vital for early detection, saving lives, and reducing treatment costs. At IHH, the cancer tests we monitor as part of our efforts to reduce disease burden cover a range of cancers with the largest prevalence globally.



Mammograms: Every year, roughly 2.3 million women are diagnosed with **breast cancer** globally, making it the world's most prevalent cancer.

<https://www.who.int/news-room/fact-sheets/detail/breast-cancer>



Fecal Occult Blood Tests: Accounting for approximately 10% of all cancer cases, **colorectal cancer** is the third most common cancer worldwide.

<https://www.who.int/news-room/fact-sheets/detail/colorectal-cancer>



Pap Smears/HPV Tests: Globally, **cervical cancer** is the fourth most common cancer in women. In 2020 alone, 604,000 new cases were discovered.

<https://www.who.int/news-room/fact-sheets/detail/cervical-cancer>

2. Corporate Responsibility

IHH achieved our goal to establish corporate responsibility (CR) programmes in two markets by 2023 with the relaunch of our flagship Life Renewed CR programme in Singapore.

As part of this latest expansion of the CR initiative into Singapore, IHH Singapore is working with Para Athletics (Singapore) to provide para-athletes with complimentary nutrition consultancy, medical assessment, investigation, and treatment.

[See page 60 to learn more.](#)

Our Life Renewed programme in Malaysia also picked up steam in 2023 by fully sponsoring radiotherapy and radiosurgery for 481 patients who were undergoing treatment at government hospitals. This forms part of a partnership forged between IHH Malaysia and Malaysia's Ministry of Health in 2022, which was renewed in February 2024 for another 500 cancer patients (upon the fulfillment of the first 500 cancer patients).

The Life Renewed programme also offers free medical treatment and surgery sponsorships for hole in heart treatments, cataract, and total knee replacement.

Targets and Metrics

Targets	Metrics	2022 ²	2023
To touch five million lives¹ for healthier communities by 2025	Number of lives touched ¹	Annual	1,223,198
		Cumulative	1,223,198
	Total amount invested in the community where the target beneficiaries are external to the listed issuer	Not reported	35,635,131 MYR
	Total number of beneficiaries of the investment in communities	Not reported	328,661
To widen access for and make available quality healthcare to the underserved in at least two of our core markets by 2023	Flagship corporate responsibility programme established in number of markets	One core market: Malaysia	2 core markets: Malaysia and Singapore



¹ Number of lives touched includes cumulative number of patients utilising IHH services targeted at reducing antimicrobial resistance and disease burden, and number of beneficiaries reached through our public corporate responsibility programmes.

² Number of lives touched has been restated to exclude digital touchpoint numbers, as management has deemed this medium too volatile to meaningfully measure progress.



Highlights

Aiding Victims of the Türkiye and Syria Earthquakes



Since the devastating earthquakes which hit Türkiye and Syria in February 2023, our Acibadem staff have tirelessly aided the wounded and displaced. To date, we have served more than 300,000 earthquake victims, and the wider IHH Group has collectively contributed close to US\$5 million to aid in disaster relief.

Acibadem Adana Hospital and Acibadem Ortopedia Hospitals, which are located within the earthquake zone, were also activated to receive survivors, while ambulances and healthcare trailer truckers were mobilised to provide on-site medical care.

Beyond medical support, our Acibadem team as well as colleagues from Malaysia, Singapore, and Hong Kong also provided humanitarian aid in the form of hot meals, warm clothes, and cash.

Acibadem Healthcare Group subsequently constructed a housing quarter for displaced victims of the quake. Aptly named Solidarity Quarter, the 40,000-square-metre housing project consists of 260 self-contained houses which were shipped from Istanbul to Malatya.

Solidarity Quarter comes complete with healthcare services, laundry facilities, a dining hall, gardening plots, and social areas, as well as a playground, classroom and library for the children.

This project provided much-needed respite for the residents of Solidarity Quarter, many of whom had been living on the streets after the quake. You can learn more about the Solidarity Quarter Project through the QR code.



Life Renewed Malaysia

In 2022, IHH Malaysia and the Ministry of Health, Malaysia (MOH) established a partnership to alleviate the cancer care burden in the country. The partnership aimed to provide free care and treatment to cancer patients in Malaysia through IHH Malaysia's medical network comprising Pantai Hospitals, Gleneagles Hospitals, and Prince Court Medical Centre.

Based on the commitment to fully sponsor radiotherapy and radiosurgery for 500 cancer patients undergoing treatments at government hospitals, the Life Renewed programme in Malaysia reached 481 beneficiaries by the end of 2023, with the remaining beneficiaries reached in February 2024.

More than 50 neurosurgeons and oncologists from government hospitals were actively involved, using IHH Malaysia's hospitals and equipments to provide care to cancer patients.

In February 2024, IHH Malaysia reinforced its commitment to reducing disease burden associated with cancer by renewing its partnership with the Ministry of Health. This will benefit an additional 500 patients.



Highlights

Life Renewed Singapore

In Singapore, the Life Renewed programme is represented by a two-year collaboration between IHH Singapore and Para Athletics (Singapore) (PAS).

Signed in November 2023, this is the first-ever such partnership between a para-sports organisation and a healthcare provider to offer complimentary healthcare services for para-athletes. The partnership is estimated to be worth around S\$200,000 per year.

These sponsored services, which cover 60 physiotherapy sessions, 24 occupational therapy sessions, 12 podiatry sessions, diagnostic imaging and blood tests each year, will allow PAS athletes to significantly enhance their fitness, recovery, and competition readiness.

While the primary objective of this programme is to support Singapore's para-athletes in maximising their sporting potential, IHH Singapore also hopes that the programme can serve as a motivator for other members of the community to come forward and support para-athletes and differently-abled individuals.



Healthier SG with Parkway Shenton



The Singapore government has embarked on the journey of preventive care in the community through Healthier SG. This is a national programme that aims to right-site care from the tertiary acute hospitals to primary care. The longer term objective is to leverage on community resources to drive preventive and holistic care, thereby reducing the incidence and severity of chronic diseases that will strain national healthcare systems.

Parkway Shenton is one of the early supporters of this initiative, being an active member of the Primary Care Network (PCN) council and operating more than 35 clinics in our own PCN. Our clinics in the PCN joined the Healthier SG programme since its launch in July 2023, and have enrolled about 17,000 residents by February 2024.

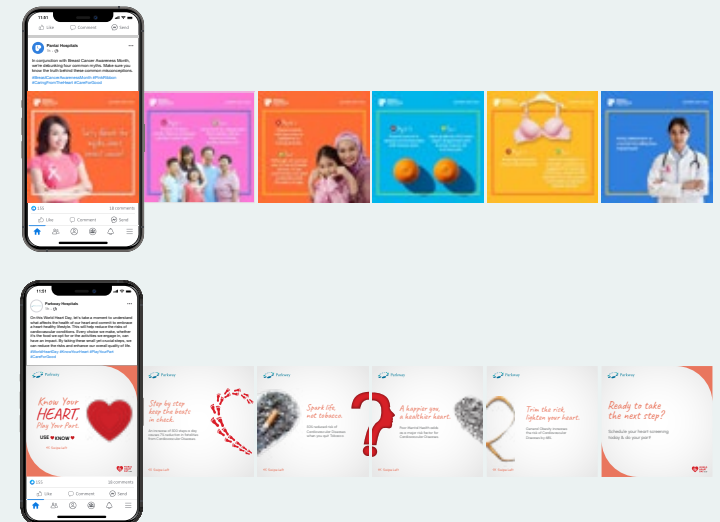
Our family physicians develop individualised health plans for each enrolled resident and encourage them to take up nationally recommended screenings and vaccinations. In addition to a Family Medicine Clinic, we operate as a dedicated chronic disease management centre. Some of our clinics also introduced screening services for common chronic conditions like diabetes, which provides convenience and accessibility to our patients, thereby encouraging compliance. These efforts contribute to the lowering of the burden of chronic diseases on the national healthcare systems in the long run.

Raising Virtual Awareness of Cancer and Heart Health

As part of our commitment to build a healthier society, we regularly promote awareness of cardiovascular diseases and cancer by leveraging calendar moments like World Heart Day and Breast Cancer Awareness Month.

Our leading brands roll out a range of social media campaigns that focus on educating the public about the importance of lifestyle choices, regular check-ups, and early detection. Engaging content, including expert advice and success stories, aim to empower individuals to take charge of their physical well-being.

By capitalising on the momentum of key calendar moments and embracing social media to generate mass awareness, we are contributing towards a healthier, more informed society. After all, awareness is the first step towards a healthier and more resilient community.



More Highlights on How We Cared for Our Communities in 2023



IHH Malaysia embarked on the “Ready for You” campaign to equip everyday people with lifesaving skills. Through the campaign, 1,000 people were trained in cardiopulmonary resuscitation (CPR) and the use of the automated external defibrillator (AED). A free first aid eBook, containing vital tips for handling basic medical emergencies, was also launched.



Gleneagles Hospital Hong Kong collaborated with Children’s Palliative Care Foundation (CPCF) under the Children’s Cancer Foundation by supporting the “Hats On for Children’s Palliative Care Day”. They then brought festive cheer to children suffering from life-threatening diseases by taking on the role of Secret Santa and extended blessings to the children and their families with handwritten messages and gifts.



Gleneagles JPMC partnered with the Brunei Health Ministry to reduce disease burden by promoting programmes that encourage healthy lifestyles at the workplace and in schools. A donation of B\$250,000 was made by Gleneagles JPMC to fund and enhance these programmes.



Parkway College joined forces with Singapore’s Breast Cancer Foundation to host an event aimed at raising awareness on breast cancer. Over 60 of our IHH Singapore staff as well as invited guests from neighbouring offices attended got to learn about the importance of breast health and screening.



Gleneagles Hospital Bengaluru, India set a new Guinness World Record for “Most people sanitising their hands simultaneously”, where this record was set with 9,860 participants. This remarkable event, part of our “Clean Hands Save Lives” initiative, was held in Bengaluru, India. With the participation of 55 schools, over 80,000 students were educated on six vital hand hygiene practices.



Acibadem City Clinic University Hospital Tokuda conducted free skin cancer screenings in May as part of the Euromelanoma 2023 campaign. The public awareness campaign aims to promote understanding of skin cancer, its prevention, early detection, and treatment. This activity culminates in public screenings during an annual “Euromelanoma Screening Day”.

Looking Ahead

Our goal is to nurture healthier societies by championing health literacy, promoting healthy lifestyles, and giving back to our communities.

We will continue to raise public awareness on cancer and cardiovascular diseases by leveraging key calendar events such as World Heart Day and Breast Cancer Awareness Month, and by coming up with initiatives that empower the public to take charge of their own health and well-being.

As part of our commitment to corporate responsibility, we will also continue to focus on market-driven initiatives that widen access for and make available quality healthcare to patients in underserved communities. In 2024, IHH Malaysia will continue its commitment in reducing disease burden associated with cancer by renewing its partnership with the Ministry of Health. This is set to benefit an additional 500 patients.

Finally, to make full use of our global reach, we will look for more opportunities to enter into meaningful collaboration with governments, civil societies and NGOs to reduce disease burden and spark positive social impact. Only by joining hands and working together can we effect meaningful change at scale.