



#KPJcares #kitajagakita

# KPJ HEALTHCARE BERHAD

## Q1 2021 performance



Care for Life

**KPJ's Q1 2021  
performance**

A solid cyan circle is positioned on the boundary between the blue and white background sections.

# **Financial & Operational Performance Snapshot**



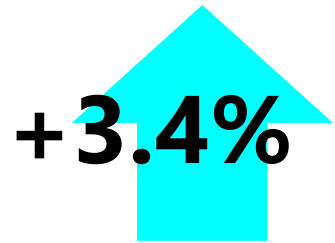
**-2.6%**

Total revenue \*  
**RM605.9mil**  
(4Q2020 : \*RM622.3mil)

Dividend  
**0.0sen**  
(4Q2020 : 0.40sen)



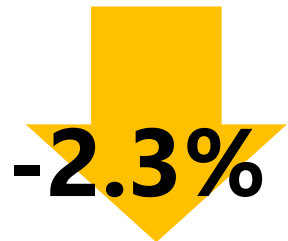
**-0.40sen**



**+3.4%**

EBITDA  
**RM125.8mil**  
(4Q2020 : \*RM121.7 mil)

Group Financial  
Highlights  
1Q21 vs 4Q20



**-2.3%**

PBT  
**RM20.2 mil**  
(4Q2020 : \*RM 20.6 mil)

Basic EPS  
**0.30sen**  
(4Q2020 : 0.59sen)



**-0.29sen**

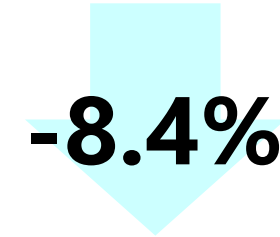
\* Restated



**-6.5%**

**Outpatient**  
**661,006**  
(4Q2020 : 707,177)

**Surgeries**  
**19,765**  
(4Q2020 : 21,576)



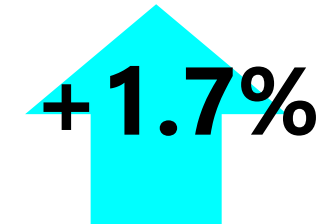
**-8.4%**



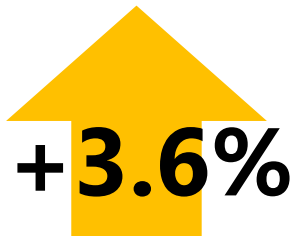
**-10.7%**

**Inpatients**  
**51,541**  
(4Q2020 : 57,722)

**Deliveries**  
**3,284**  
(4Q2020 : 3,229)



**+1.7%**



**+3.6%**

**Beds**  
**3,533**  
(4Q2020 : 3,410)



**+0.6%**

**Consultants**  
**1,330**  
(4Q2020 : 1,322)

**Group Operational Highlights  
1Q21 vs 4Q20**

**Occupancy Rates**

<b>Malaysia</b>	<b>35%</b>	(4Q2020 : 48%)
<b>Indonesia</b>	<b>39%</b>	(4Q2020 : 40%) *BSD
<b>Bangladesh</b>	<b>70%</b>	(4Q2020 : 47%)

**-9.0%**

Total revenue  
**RM605.9 mil**  
(1Q 2020 : \*RM665.8mil)

Dividend  
**0.0sen**  
(1Q 2020 : 0.50 sen)

**-0.50sen**

**-17.8%**

EBITDA  
**RM125.8mil**  
(1Q 2020 : \*RM153.0mil)

Group Financial  
Highlights  
1Q21 vs 1Q20

**-63.4%**

PBT  
**RM20.2mil**  
(1Q 2020 : \*RM55.1 mil)

Basic EPS  
**0.30sen**  
(1Q 2020 : 0.90sen)

**-60sen**

\* Restated

**-10.0%**

**Surgeries**  
**19,765**  
(1Q2020 : 21,894)

**-1.0%**

**Outpatient**  
**661,006**  
(1Q2020 : 667,635 )

**-32.5%**

**Inpatients**  
**51,541**  
(1Q2020 : 76,335)

**+0.4%**

**Beds**  
**3,533**  
(1Q2020 : 3,518 )

**+2.5%**

**Consultants**  
**1,330**  
(1Q2020 : 1,298)

**Av. Outpatient Revenue**  
**335**  
(1Q2020 : 331)

**+1%**

**Av. Inpatient Revenue**  
**7,254**  
(1Q2020 : 5700)

**+27%**

**Deliveries**  
**3,284**  
(1Q2020 : 2,797)

**+17.4%**

## Group Operational Highlights 1Q21 vs 1Q20

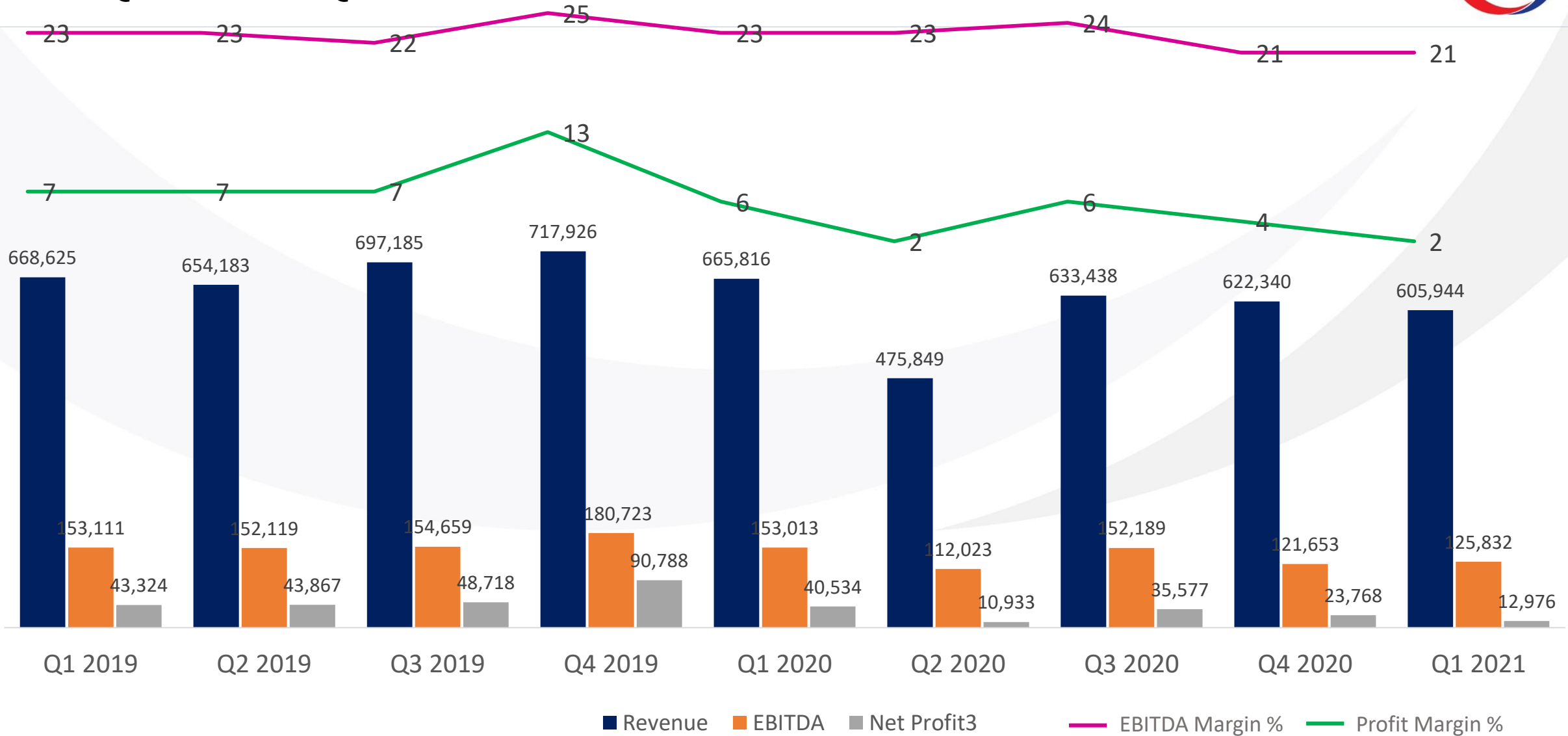
### Occupancy Rates

<b>Malaysia</b>	<b>35%</b>	(1Q2020 : 65%)
<b>Indonesia</b>	<b>39%</b>	(1Q2020 : 55%) *BSD
<b>Bangladesh</b>	<b>70%</b>	(1Q2020 : 61%)

## Key Ratios for 3 Months Ended 31 March 2021

	Q1 2021	Q1 2020	Var	Q4 2020	Var
Gross profit margin	36.5	39.5	-3	36.8	-0.3
Profit before tax margin	3.3	8.3	-5	3.3	-
Net profit margin	2.5	6.1	-4	3.8	-1.3
EBITDA Margin	20.8	23	-2	19.5	1.3
PATAMI margin	2.1	5.8	-4	4.1	-2

# Financial Performance Quarterly 1Q2019 – 1Q2021

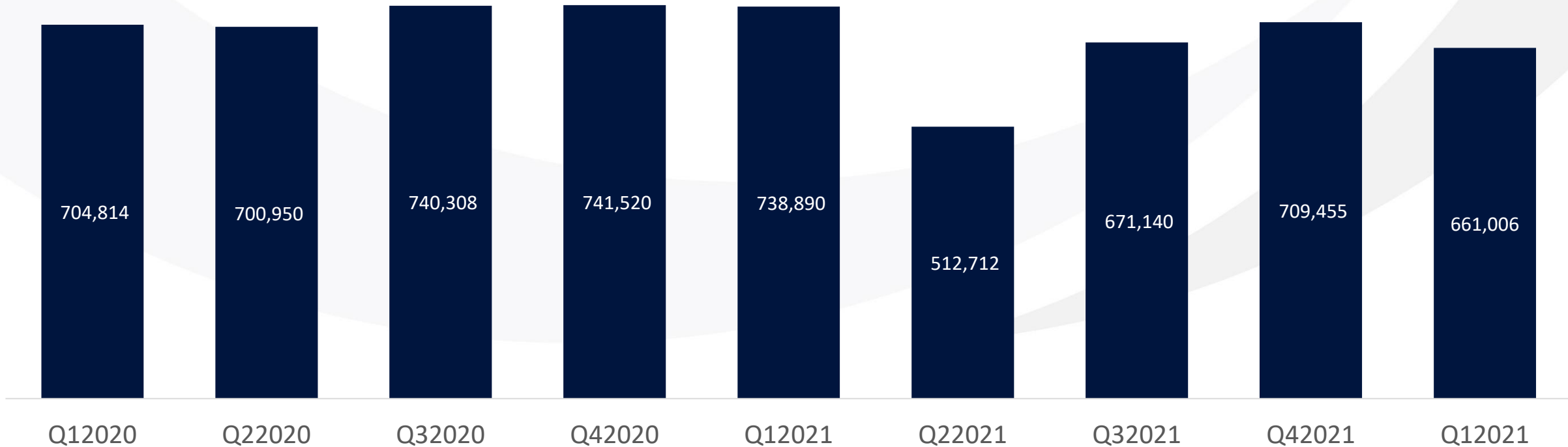


■ Revenue  
 ■ EBITDA  
 ■ Net Profit3  
 — EBITDA Margin %  
 — Profit Margin %



# Operational Performance Quarterly 1Q2019 – 1Q2021

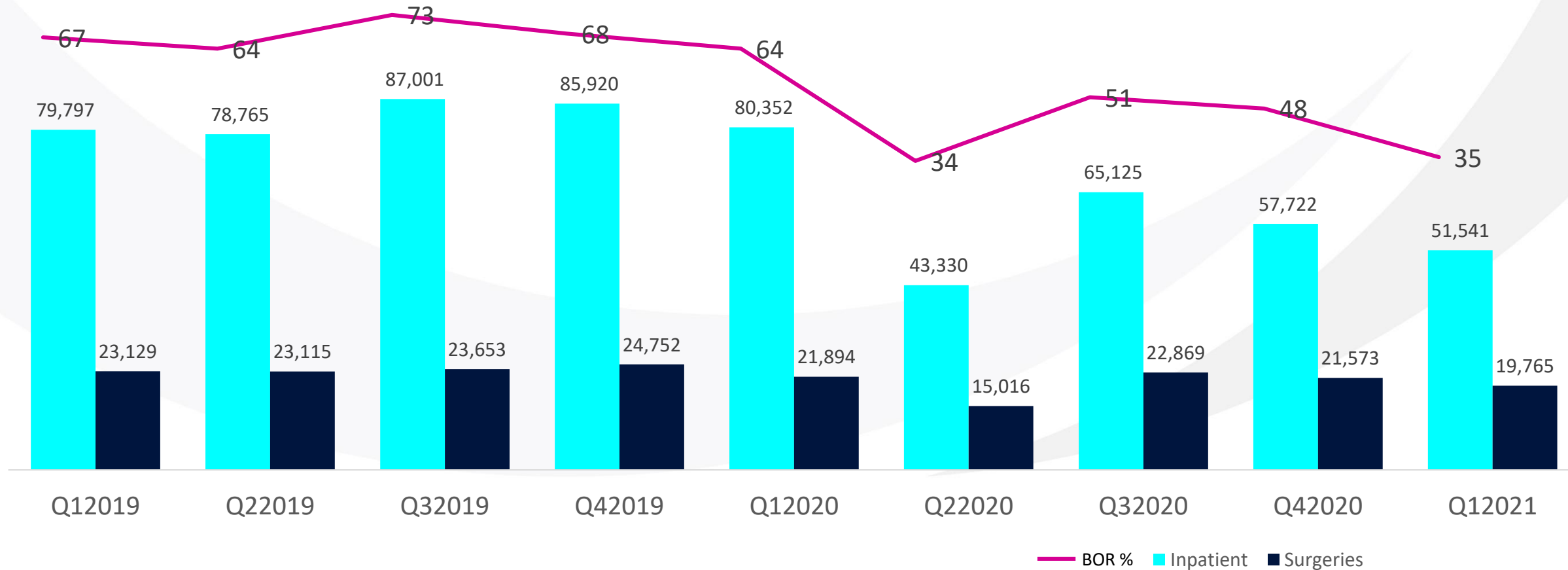
## Number of Outpatients



*Malaysian hospital only*

# Operational Performance Quarterly 1Q2019 – 1Q2021

## Inpatients, Surgeries, & BOR



Malaysian hospital only

# Cost Optimisation

KPJ has designed a 'Disruption Initiative Plan' (DIP) for revenue growth and cost optimisation centered around the rapid adoption of digital solutions and other strategic cost initiatives.

Our total operating expenses declined by **5%** or **RM9.0 mil** this quarter, and we anticipate further savings in 2021.

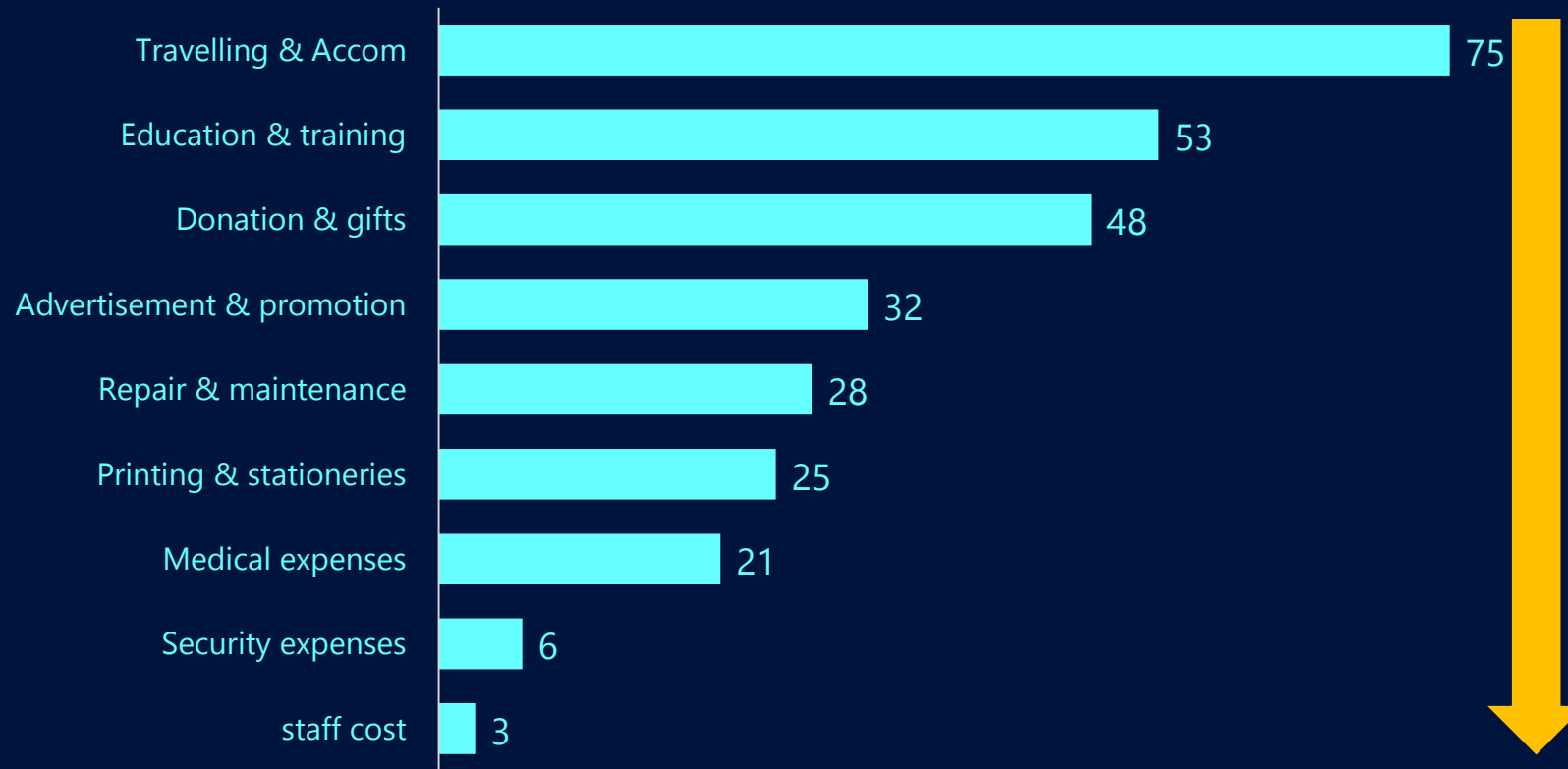


Social Distancing @ KPJ Ampang Puteri

# KPJ's Cost Optimisation

Proper management of digital platforms and strategic cost reduction - an opportunity to reduce operational expenses:

Cost Saving – 1Q 2021 vs 1Q 2020 (%)



## INITIATIVES

- Transformation to digital platform
- In-house or online trainings
- Intensifying KPJ's digital presence via digital marketing, tele-health and tele-medicine
- Shared folder / VPN
- Cloud Computing and archiving patients files
- Establish energy-efficient practices
- Proactive saving water initiatives
- Flexible scheduling (OT) of staff's duty to suit the current operational activities

# Strategy Outlook

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## Combating Covid-19; Positioning for a Post Pandemic World

# Focus Areas 2021 & 2022



Partnerships & Collaborations

Digitalisation

Data

Disruptive Business Models

Embrace ESG



# Government Partnerships – Combating Covid-19



## Vaccines

- Vaccines are key to Malaysia's health and economic recovery.
- Supporting NIP – Phases 1,2 and 3. (24,012 frontliners have received first dose at KPJ).
- 20 hospitals registered as PPV for Phase 2.
- Exploring private vaccine supply.

## Covid-19 Patients

- 73 Covid-19 patients currently in KPJ Hospitals.
- 235 Covid-19 admissions over 1Q 2021.
- 284 Covid-19 Beds, 28 Covid ICU Beds.

## Testing

- Lablink 1<sup>st</sup> private lab endorsed by MOH.
- YTD April 2021 Covid-19 tests at 146k compared to 28k YTD April 2020.
- To ramp up testing, become more competitive.

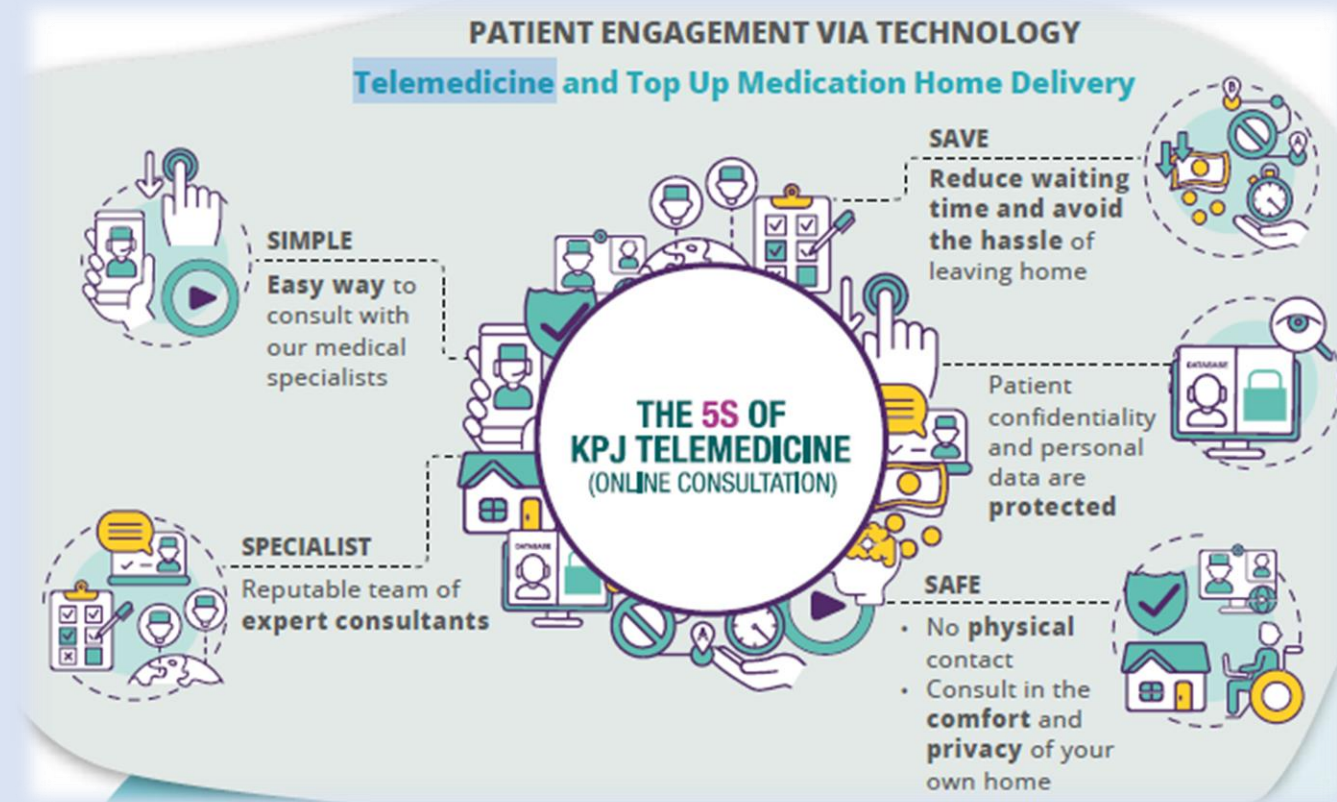
## Decanting from MOH

- Alleviate pressure from public hospitals.
- 298 procedures completed YTD.
- 100 different services provided to MOH based on cost recovery formula.



MINISTRY OF HEALTH  
MALAYSIA

- Patient behaviors have radically shifted and virtual care has exploded since the pandemic.
- KPJ has started with telemedicine, participation from our consultants increased four times last year.
- Future health care models to be oriented around the consumer.
- Moving Forward, KPJ to accelerate digitalisation efforts by partnering with technology players to enhance patient experience.
- Huge amount of healthcare data available at KPJ harnessed by analytics also represents a huge opportunity to provide a more personalised experience.





## Ambulatory Care Centres (ACC)

- Provide specialised outpatient care services in a community based setting.
- Provide outpatient services including diagnosis, observation, consultation, treatment, intervention, and rehabilitation.
- Currently 2 ACCs – KPJ Tawakkal Health Centre (eye, dental, rehab, senior care living) and KPJ Centre for Sight (eye).
- Enables KPJ to penetrate into a wider market base.
- ACC in Kinrara expected to be launched in 3Q 2021.



*ACC Taiping, Perak*



*ACC Kinrara*



*Klinik* وقف النور  
**Waqaf An-Nur**

- Since 1998, providing low income groups access to affordable, high quality healthcare, regardless of race or religion.
- Serving impoverished and underprivileged communities in particular.
- Moving forward, to drive a more holistic sustainability agenda building on our strong foundation.

**23** CLINICS

**TOTAL PATIENT'S 1.89 MILLION**

**Over Year 2020**



**18** CLINIC  
(8 DIALYSIS CENTRES)



**5** MOBILE CLINICS



*New Mobile Clinic launched in Kedah, April 2021*

# Appendix-

## Financial & Operational Performance



## Quarterly Performance 2020

	Quarter 1 RM'000	Quarter 2 RM'000	Quarter 3 RM'000	Quarter 4 RM'000	Total RM'000
Revenue	665,816	633,438	475,849	622,340	2,397,443
Cost of sales	(411,141)	(328,596)	(385,935)	(369,216)	(1,494,888)
Gross profit	266,510	159,088	259,339	217,618	902,555
EBITDA	153,013	112,023	152,189	121,653	538,878
Net profit	40,534	10,933	35,577	23,768	110,812
Gross profit margin	39.3%	32.6%	40.2%	37.1%	37.6%
EBITDA margin	22.6%	23.0%	23.6%	20.7%	22.5%
Net profit margin	6.0%	2.2%	5.5%	4.1%	4.6%

Note : Revenue and COS net of consultants fees

## Quarterly Performance 2019

	Quarter 1 RM'000	Quarter 2 RM'000	Quarter 3 RM'000	Quarter 4 RM'000	Total RM'000
Revenue	668,625	654,183	697,185	717,926	2,737,919
Cost of sales	(395,276)	(396,888)	(396,526)	(438,975)	(1,627,665)
Gross profit	273,349	257,295	300,659	278,951	1,110,254
EBITDA	153,111	152,119	154,659	180,723	640,612
Net profit	43,324	43,867	48,718	90,788	226,697
Gross profit margin	40.90%	39.30%	43.10%	38.90%	40.60%
EBITDA margin	22.90%	23.30%	22.20%	25.20%	23.40%
Net profit margin	6.50%	6.70%	7.00%	12.60%	8.30%

Note : Revenue and COS net of consultants fees

# Segmental Average Revenue Highlights

	1Q 2021	1Q 2020	Variance (%)
<b>Average Revenue – per outpatient</b>			
Malaysia	335	331	(1)
Indonesia	201	146	38
Bangladesh– SFMMK	23	56	(58)
<b>Average Revenue – per inpatient</b>			
Malaysia	7,254	5,700	27
Indonesia	7,885	3,976	98
Bangladesh– SFMMK	665	1,118	(41)

# Segmental Operational Highlights

	1Q 2021	1Q 2020	Variance (%)
<b>Outpatients</b>			
Malaysia	607,848	614,084	(1)
Indonesia	12,923	17,853	(28)
Bangladesh– SFMMK	40,235	35,698	13
<b>Inpatients</b>			
Malaysia	48,654	73,296	(34)
Indonesia	934	1,198	(22)
Bangladesh– SFMMK	1,953	1,841	6
<b>Consultants</b>			
Malaysia	1,193	1,128	6
Indonesia	97	135	(28)
Bangladesh– SFMMK	40	35	14



# Segmental Operational Highlights

	1Q 2021	1Q 2020	Variance (%)
<b>No. of Beds</b>			
<b>Malaysia</b>	3,343	3,185	5
Indonesia	110	68	42
Bangladesh– SFMMK	80	80	-
<b>Occupancy Rates</b>			
Malaysia	35%	65%	(46)
Indonesia	39%	55%	(29)
Bangladesh– SFMMK	70%	61%	(15)
<b>Average Length of Stay</b>			
Malaysia	2.33	2.47	(14)
Indonesia	3.85	2.88	34
Bangladesh– SFMMK	2.39	2.61	(8)



# Education – KPJ Healthcare University College

Hospitals / Facilities	1Q 2021	1Q 2020	Variance (%)
No. of Students	2,066	2,204	-6
<b>Academic Program</b> KPJ Offered 33 programmed ranging from the Foundation to PhD levels at all campus			
<b>Faculties</b> <ol style="list-style-type: none"><li>1. School of Medicine</li><li>2. School of Pharmacy</li><li>3. School of Nursing</li><li>4. School of Health Science</li><li>5. School of Business &amp; Management</li><li>6. Centre of Global Professional and Social Development</li></ol>			



**KPJ HEALTHCARE BERHAD**



**THANK YOU**

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