

#KJPCares #kitajagakita



# KPJ HEALTHCARE BERHAD

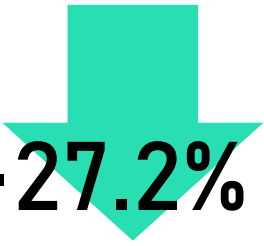
2Q/2020





# Group Financial and Operational Highlights

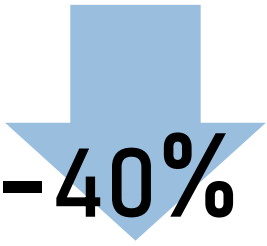
Radiotherapy & Oncology Centre @ KPJ Sabah,  
the 1st private radiotherapy & oncology centre in sabah.



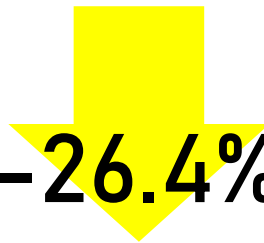
**-27.2%**

Total revenue  
**RM626.6billion**  
(2019 : RM860.3billion)

Dividend  
**0.30 sen**  
(2019 : 0.50 sen)



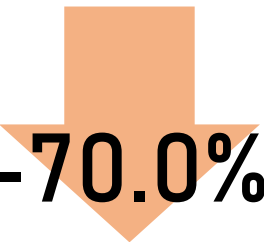
**-40%**



**-26.4%**

EBITDA  
**RM112.0million**  
(2019 : RM 152.1 million)

## Group Financial Highlights 2Q 2020



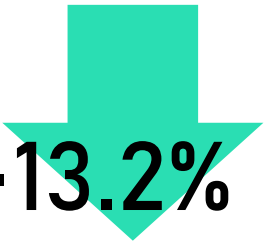
**-70.0%**

PBT  
**RM19.0million**  
(2019 : RM 63.4 million)

Basic EPS  
**0.30 sen**  
(2019 : 0.97 sen)



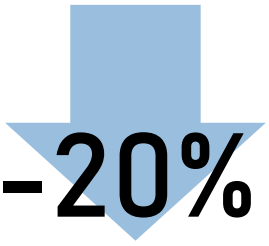
**-69%**



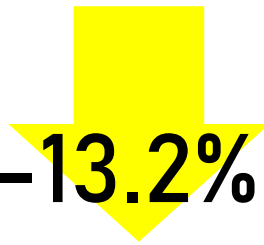
**-13.2%**

Total revenue  
**RM1.51billion**  
(2019 : RM1.74billion)

Dividend  
**0.80 sen**  
(2019 : 1.0 sen)



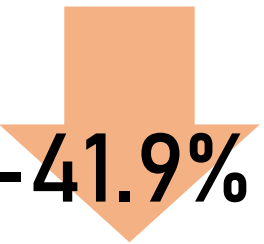
**-20%**



**-13.2%**

EBITDA  
**RM265.0million**  
(2019 : RM 305.2 million)

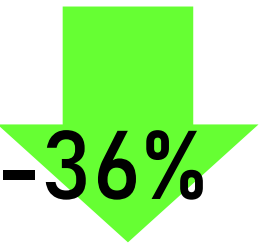
## Group Financial Highlights 1H 2020




**-41.9%**

PBT  
**RM74.1 million**  
(2019 : RM 127.4 million)


Basic EPS  
**1.20 sen**  
(2019 : 1.87 sen)




**-36%**

 -10.9%


Outpatient  
**1,251,602**  
(2019 : 1,405,764)

 -22.0%

Inpatients  
**123,682**  
(2019 : 158,562)

 +3.5%

Beds  
**3,427**  
(2019 : 3,311)


 +7.4%

Consultants  
**1,304**  
(2019 : 1,214)

Deliveries  
**5,848**  
(2019 : 5,191)

 +12.7%

Surgeries  
**36,921**  
(2019 : 46,244)

 -20.2%

## Group Operational Highlights 1H 2020

Occupancy Rates  
Malaysia 49%  
Indonesia 28%  
Dhaka 46%

Avg Length of Stay (days)  
Malaysia 2.4  
Indonesia 2.6  
Dhaka 2.7

## KEY RATIOS FOR 3 MONTHS ENDED 30 JUNE 2020

	Q2, 2020 (%)	Q2, 2019 (%)	Variance (%)	Q1, 2020 (%)	Variance (%)
Gross profit (GP) margin	25.4	29.9	(4.5)	30.1	(4.7)
Profit before tax margin	3.0	7.4	(4.4)	6.2	(3.2)
Net profit margin	1.7	5.1	(3.4)	4.6	(2.9)
EBITDA Margin	17.9	17.7	0.2	15.8	2.1
PATAMI margin	2.0	4.9	(2.9)	4.4	(2.4)
Dividend per share	0.3	0.5	(0.2)	0.5	(0.2)

# KEY RATIOS 6 MONTHS ENDED 30 JUNE 2020

	June 2020	June 2019	Variance
	(%)	(%)	(%)
Gross profit (GP) margin	28.2	30.5	(2.3)
Profit before tax margin	4.9	7.3	(2.4)
Net profit margin	3.4	5.0	(1.6)
EBITDA Margin	17.5	17.5	-
PATAMI margin	3.4	4.6	(1.2)
Return on Equity	2.5	4.4	(1.9)
Return on Assets	0.9	1.5	(0.6)
Return on Average Capital Employed	3.3	4.3	(1.0)
Debt equity ratio	0.9	0.9	(0.0)

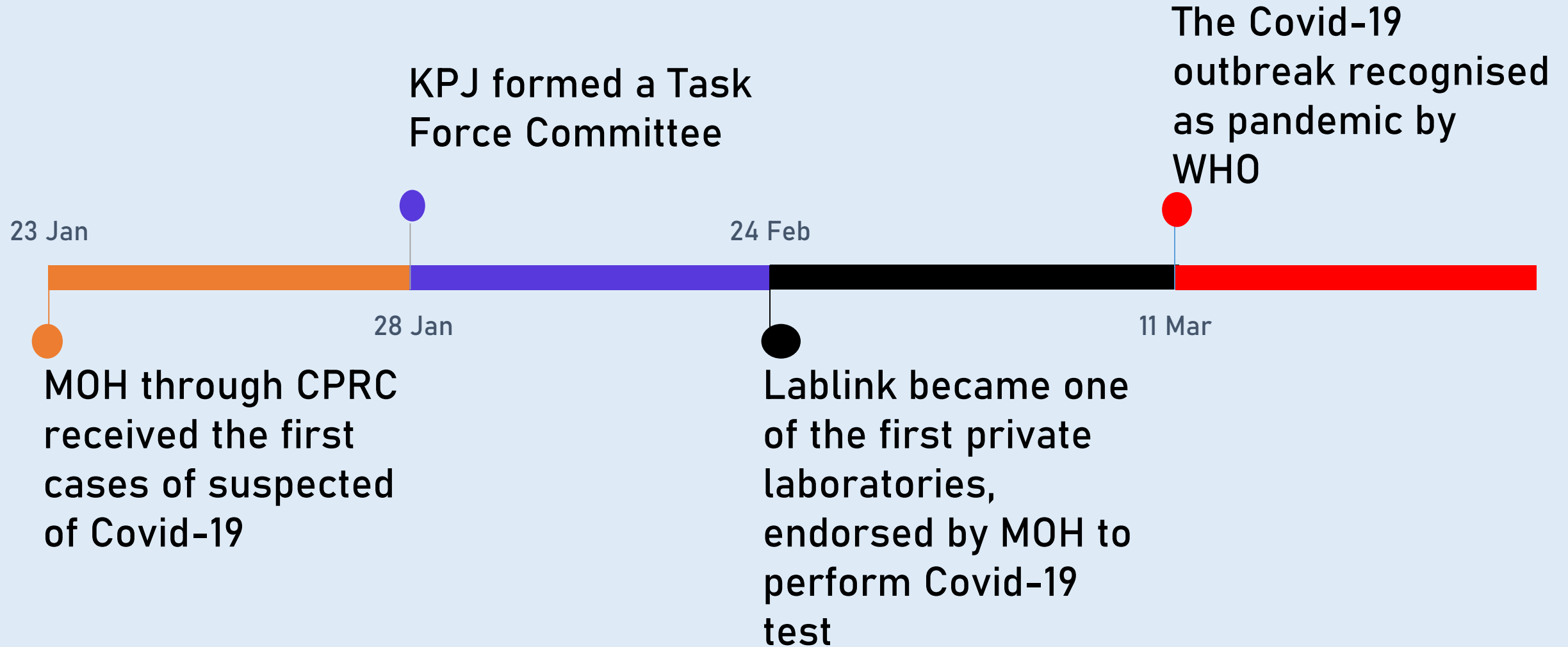
# KPJ's Covid-19 Response

- Covid-19 Preparedness
- Government Engagement

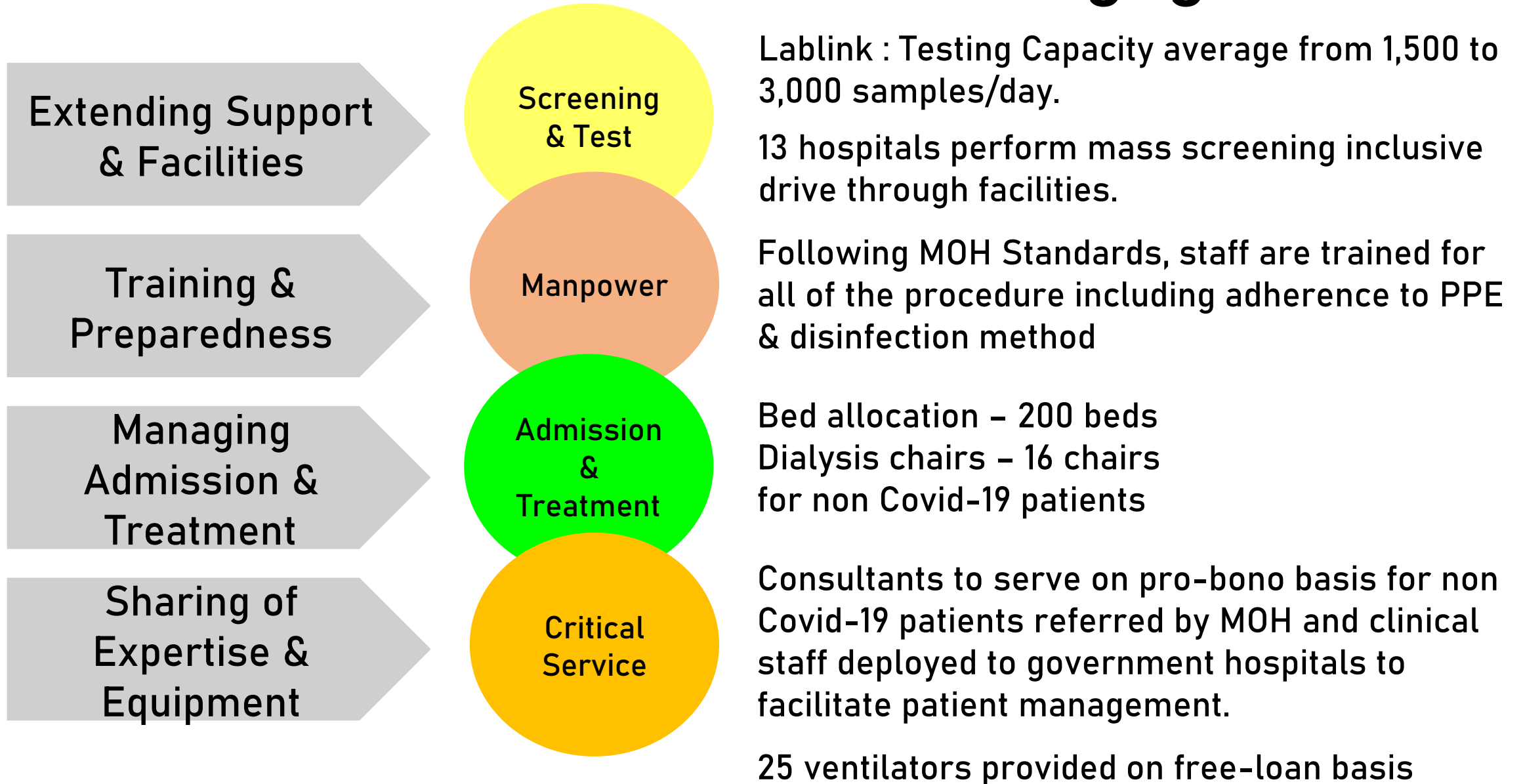




# KPJ's Covid-19 Preparedness



# KPJ's Covid-19 Government Engagement



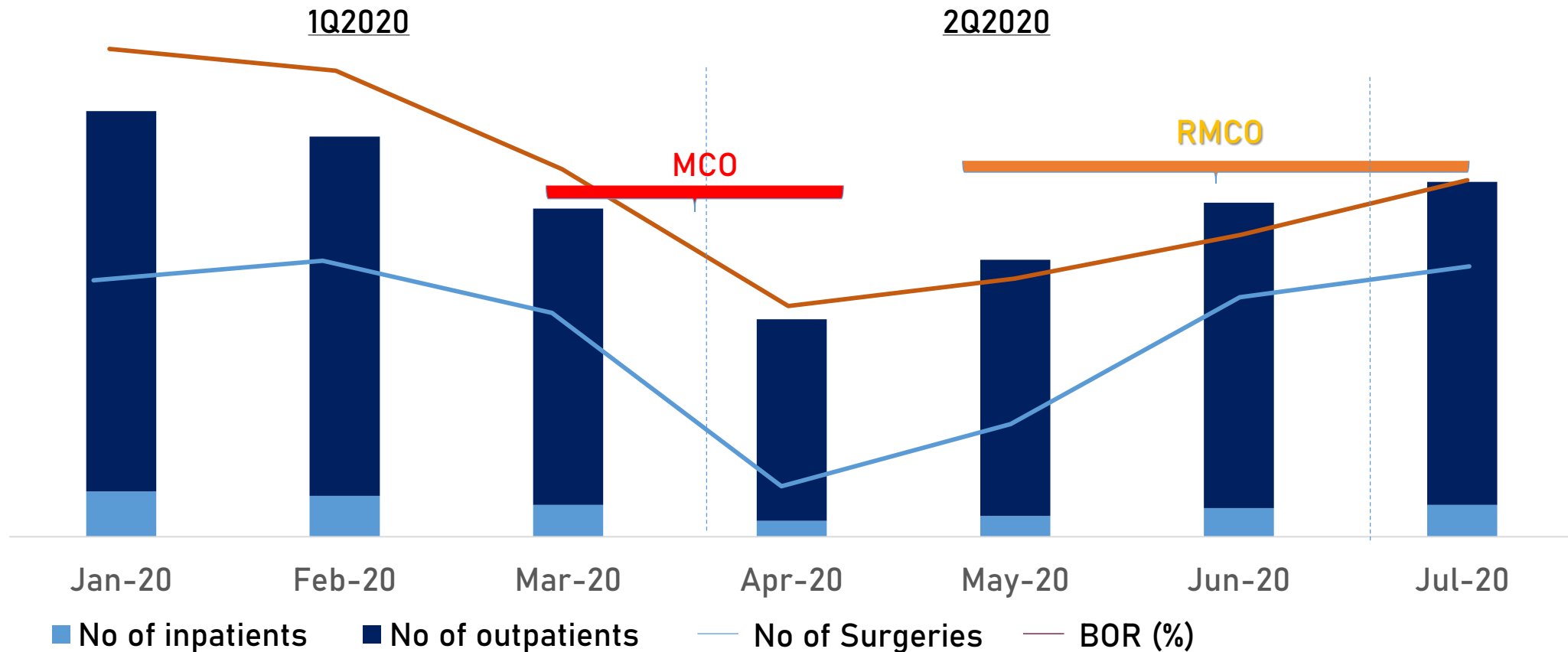


Drive Through Covid-19 Test @ KPJ Johor

# Covid-19 Impact

- Operational Performance
- Cost Optimisation
- Digitalisation

# KPJ's Operational Performance Jan -Jul 2020



Description	Jan	Feb	Mar	Apr	May	Jun	Jul
Bed occupancy rate (%)	73	69	51	27	31	39	49
No of inpatients	29,298	26,399	20,638	10,318	13,461	18,524	20,590
No of outpatients	245,860	232,268	191,559	130,327	165,680	197,398	208,792
No of Surgeries	7,382	7,764	6,748	3,377	4,586	7,053	7,653



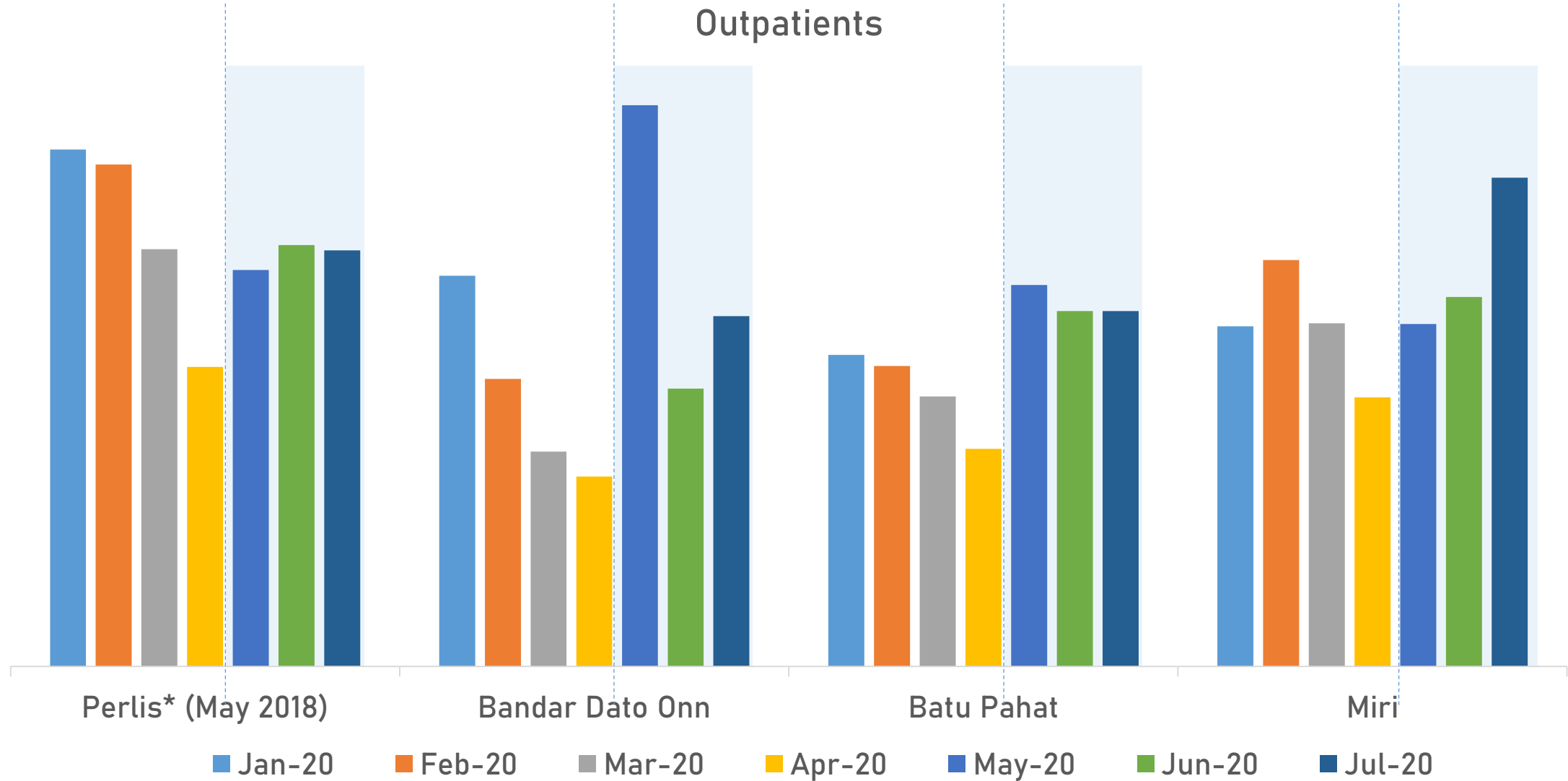
# KPJ's Operational Performance Apr to Jul 2020

- The prolonged MCO arising from the Covid-19 pandemic resulted in the sharp drop of the hospitals' activities from 69% in February to 27% in April.
- However, the organic growth started improving from May onwards.

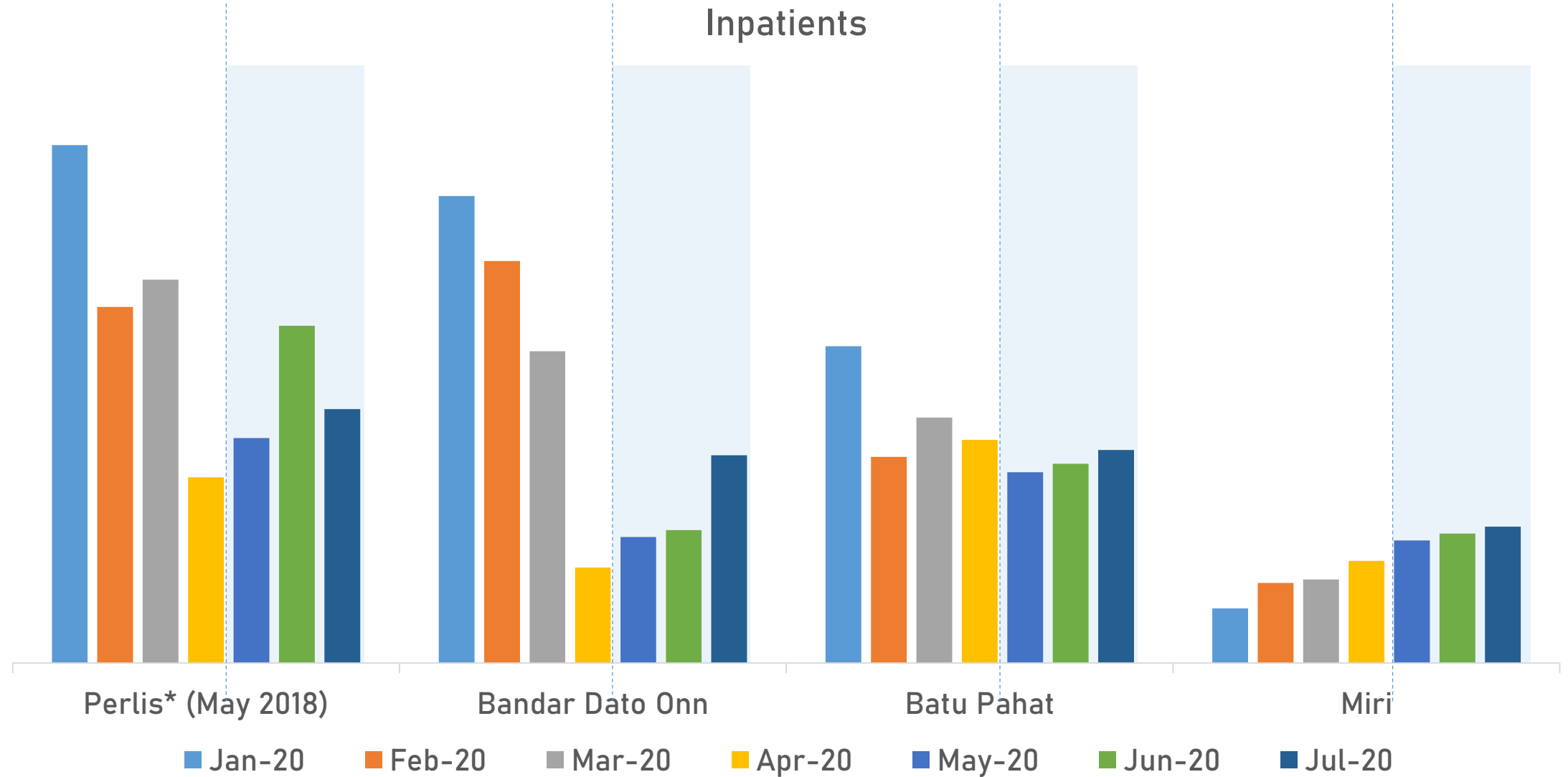
	Apr	May	Jun	Jul
Bed occupancy rate (%)	-47%	+15%	+26%	+26%
No of inpatients	-50%	+30%	+38%	+11%
No of outpatients	-32%	+27%	+19%	+6%
No of Surgeries	-50%	+36%	+54%	+9%

\* % incremental is on the preceding month

# KPJ's Operational Performance New Hospitals



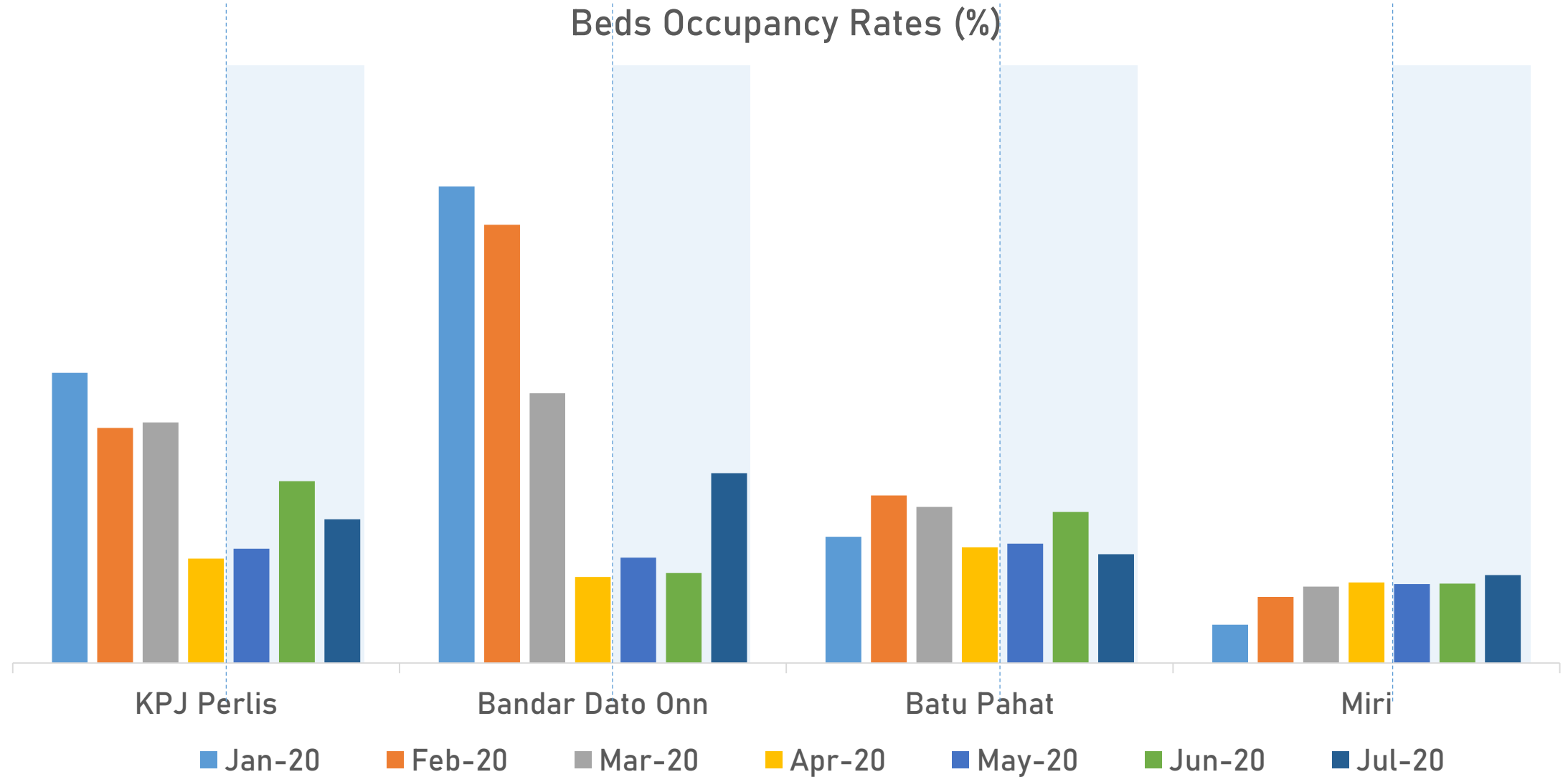
# KPJ's Operational Performance New Hospitals







# KPJ's Operational Performance New Hospitals



# Cost Optimisation

KPJ has designed a disruption initiatives plan (DIP) for revenue growth and cost optimisations.

This can be seen in the reduction of the total operating expenses by 37% in 2Q2020 (Q-o-Q).



# KPJ's Cost Optimisation

We opt for road trip on interstate travel instead of air travel and utilize post-MCO hotel and resort promotions or discounted corporate rates.

We motivate our staff to remain productive by providing online trainings and internal physical trainings.

We also maximising the digital marketing strategy to promote our best practices in patient safety to gain back trust from patients to resume their procedures and surgeries at our hospitals.

Expenses	Cost Efficiency 2Q vs 1Q
Training & Career Development	-94%
Travelling & Accommodation	-75%
Advertisement & Promotion	-66%

# KPJ's Cost Optimisation

Exploiting WFH arrangement to benefit the cost efficiency :

Flexible scheduling (OT) of staff's duty to suit the current operational activities.

Remote workforce offer operational cost saving in electricity, water, printing and stationery

Expenses	Cost Efficiency 2Q vs 1Q
Printing & Stationery	-39%
Staff Cost	-39%
Utilities	-8%



# Digitalisation



- **Online Appointment system**  
Integrated online appointment with hospitals' network system
- **Cashless transaction**  
Collaboration with JomPay and DuitNow enable patients to make payments via Payment kiosk, website and mobile apps

# Digitalisation



## Telemedicine

Provide health support via online platform (i.e. medicine delivery)

Consultant engage with patients via remote monitoring

## Cloud Computing

Patient records and medical images can be easily archived and retrieved when storing data on the cloud.

Reducing waiting times  
and raising patient  
satisfaction

Patient Satisfaction  
Index 2Q2020

85%

# Hospital Network

- New Hospital
- Existing Hospital





# Network Expansion 2020

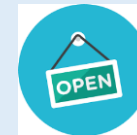
## New Hospitals



## KPJ Kluang Specialist Hospital



**Beds** Capacity : 90  
Operating **Beds** : 90



**4Q2020**

# Network Expansion 2021 Existing Hospitals

## BDC Kuching Specialist Hospital



**Beds** Capacity : 150  
Operating **Beds** : 114

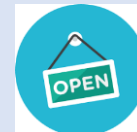


1Q2021

## KPJ Damansara II Specialist Hospital



**Beds** Capacity : 390  
First phase : **120 beds**



1Q2021



# Network Expansion 2019/ 2020 Existing Hospitals

## KPJ Seremban Specialist Hospital



Additional **Clinics** : 30

Additional **Beds** : 90



**3Q2019**

## KPJ Klang Specialist Hospital



Additional **Clinics** : 14

Additional **Beds** : 40



**4Q2019**



# Network Expansion 2019/ 2020 Existing Hospitals

## KPJ Ampang Puteri Specialist Hospital



Additional **Clinics** : 24

Additional **Beds** : 88



1Q2020

## Taiping Medical Centre



Additional **Clinics** : 16

Additional **Beds** : 5  
(day wards)



3Q2020

# Network Expansion 2019/ 2020 Existing Hospitals

## KPJ Sri Manjung Specialist Hospital



Additional **Clinics : 13**

Additional **Beds : 30**



**3Q2020**

## KPJ Puteri Specialist Hospital



Additional **Clinics : 20**

Additional **Beds : 101**



**1Q2021**



# Network Expansion 2019/ 2020 Existing Hospitals

## KPJ Penang Specialist Hospital



Additional **Clinics** : 32

Additional **Beds** : 155



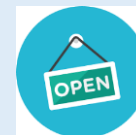
**2Q2021**

## KPJ Perdana Specialist Hospital



Additional **Clinics** : 35

Additional **Beds** : 45



**1Q2022**

# Appendix

## Financial & Operational Performance



# SEGMENTAL AVERAGE REVENUE HIGHLIGHTS

	June 2020 (RM)	June 2019 (RM)	Variance (%)
<b>Average Revenue – per beds</b>			
Malaysia	310,051	382,603	(19.0)
Indonesia	60,056	118,022	(49.1)
Dhaka – SFMMK	47,756	76,209	(37.3)
<b>Average Revenue – per outpatient</b>			
Malaysia	357	343	4.1
Indonesia	234	162	44.4
Dhaka – SFMMK	71	74	(4.1)
<b>Average Revenue – per inpatient</b>			
Malaysia	8,339	7,858	6.1
Indonesia	3,712	3,518	5.5
Dhaka - SFMMK	1,515	1,392	8.8

# SEGMENTAL OPERATIONAL HIGHLIGHTS

	June 2020	June 2019	Variance (%)
<b>Outpatients</b>			
Malaysia	1,163,092	1,284,464	(9.4)
Indonesia	33,636	57,042	(41.03)
Dhaka – SFMMK	54,874	64,258	(14.6)
<b>Inpatients</b>			
Malaysia	118,637	150,592	(21.2)
Indonesia	2,524	5,233	(51.8)
Dhaka – SFMMK	2,521	2,737	(7.9)
<b>Consultants</b>			
Malaysia	1,142	1,059	7.8
Indonesia	115	115	-
Dhaka - SFMMK	47	40	17.5



# SEGMENTAL OPERATIONAL HIGHLIGHTS

	June 2020	June 2019	Variance (%)
<b>No. of Beds</b>			
Malaysia	3,191	3,111	2.6
Indonesia	156	156	-
Dhaka – SFMMK	80	50	60.0
<b>Occupancy Rates %</b>			
Malaysia	49	66	(25.8)
Indonesia	28	61	(54.9)
Dhaka – SFMMK	46	82	(43.9)
<b>Average Length of Stay</b>			
Malaysia	2.4	2.5	(4.0)
Indonesia	2.6	3.3	(21.2)
Dhaka - SFMMK	2.7	2.7	-

# SENIOR & ASSISTED LIVING CARE

Hospitals / Facilities	June 2020	June 2019	Variance (%)
<b>Australia – Jeta Gardens</b>			
Aged Care Facility	178	178	-
Retirement Villas	33	33	-
Apartment Unit	32	32	-
No. of Residents	155	138	12.3
Occupancy Rate (%) (ACF)	87.1	77.5	12.4
<b>Tawakkal Health Centre</b>			
No. of Beds	42	42	-
No. Residents	32	33	(3.0)
Occupancy Rate (%)	76	79	(3.8)
<b>Sibu Geriatric</b>			
No. of Beds	28	28	-
No. of Residents	28	23	21.7
Occupancy Rate (%)	100	82	22.0

Hospitals / Facilities	June 2020	June 2019	Variance (%)
<b>Kuantan Health Centre</b>			
No. of Beds	20	20	-
No. Residents	12	18	(33.3)
Occupancy Rate (%)	53.2	60.2	(11.6)
<b>Damai Wellness Centre (Opened Dec 2018)</b>			
No. of Beds	31	21	47.6
No. of Residents	114	56	103.6
Occupancy Rate (%)	47	37.2	26.3

# EDUCATION - KPJ HEALTHCARE UNIVERSITY COLLEGE

Hospitals / Facilities	June 2020 (RM)	June 2019 (RM)	Variance (%)
<b>No. of Students</b>	2,293	2,013	13.9
<b>Academic Program</b>			
KPJ Offered 33 programmed ranging from the Foundation to PhD levels at all campus			
<b>Faculties</b>			
1. School of Medicine			
2. School of Pharmacy			
3. School of Nursing			
4. School of Health Science			
5. School of Business & Management			
6. Centre of Global Professional and Social Development			
<b>Courses</b>			
1 PHD			
7 Master			
9 Bachelor			
8 Diploma			
8 Certificate / Foundation			



# KPJ HEALTHCARE BERHAD



THANK YOU  
2Q/2020

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