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22nd ANNUAL STOCKHOLDERS MEETING

21 MAY 2024

HEALTHSERV LOS BANOS MEDICAL CENTER



MESSAGE FROM THE CHAIRMAN



MARIANO JOHN L. TAN, JR.
CHAIRMAN OF THE BOARD

WARMEST GREETINGS TO ALL!

HealthServ Los Baños Medical Center's 2023 performance is a continuing testament to the genuine collaboration, teamwork and dedication of our medical and non-medical staff in serving all our patients' health needs.

2023's financial performance surpassed that of 2022, registering a **19% growth in Gross Revenue** and a **4% increase in Net Income**. We can attribute these to the **23% increase in Operating Room census**, an **11% increase in outpatient transactions**, and the **14% increase in doctor's consultations**.

Percentage wise, revenues remained higher than that of expenditures, which demonstrates exemplary cost management and an improvement in revenue generation.

My sincere gratitude to all our employees, the Medical Team, and the Management for your dedication and extraordinary show of solidarity, which helped propel us forward, especially during the challenging years of the pandemic.

Together, let us celebrate HealthServ Los Baños Medical Center's achievements in 2023. We have come a long way since our hospital's founding 22 years ago. Our core values of Excellence, Compassion, Integrity, and Teamwork have served and guided us well through all these years. Our collective leadership, camaraderie and strength uplifted us as one Healthserv Family. As we continue on our journey, let us stay focused on our vision of promoting and providing exemplary service and better health in all the communities we serve.

19%

Growth in Gross Revenue

4%

Increase in Net Income

+23% **+11%** **+14%**

OR Census

Outpatient transactions

Doctor's Consultations



MESSAGE FROM THE PRESIDENT



WARMEST GREETINGS TO ALL!

In 2023, HealthServ Los Baños Medical Center has celebrated yet another significant milestone in its remarkable journey, resonating strongly with our shareholders, physicians, management, and staff. The year has been distinguished by immense growth, with a notable increase in our Outpatient portfolio. The resurgence of these patients to our services post-COVID-19 pandemic stands as a strong endorsement of the unwavering trust and confidence the people in our community have in our brand.

MELFRED D. SUMAYA

PRESIDENT, HEALTHSERV LOS BAÑOS MEDICAL CENTER

We have been honored with multiple achievements in 2023, and I am humbled to share these with you. Healthserv was honored as the recipient of the FIRST GOLD AWARD at the 26th Annual Search for the Most Outstanding Quality Improvement Studies. We also proudly announced our commitment to our older adults by opening Kalinga Geriatrics Center. This strategic decision was made in recognition of our community's growing population of adults aged 55 years old and above.

As we look to the future, we acknowledge the challenges presented by ongoing geopolitical conflicts and potential economic downturns. However, with careful navigation, we are prepared to steer through these complexities and continue our expansion into new markets. I firmly believe that our collaborative efforts can overcome any obstacle. Thank you for your continued trust and support in Healthserv Los Baños Medical Center.



ABOUT OUR COMPANY



HealthServ Los Baños, Inc. was founded in 2001 by eleven doctors to provide high-quality medical services. Starting in 2002 with 22 specialists, the clinic expanded to include various medical facilities and specialists. In 2010, a tertiary hospital opened, offering top-notch medical care. Over the years, HealthServ continued to grow, joining a network in 2016 and obtaining ISO certification in 2019. By 2023, the center expanded its services and medical staff, enhancing patient care quality.

MISSION

HealthServ Los Baños Medical Center commits to render efficient, cost-effective and safe patient care through a committed and compassionate team of healthcare professionals, utilization of appropriate technology, partnership with the community and continuous quality improvement.

VISION

By 2025, HealthServ Los Baños Medical Center will be one of the leading medical centers in the CALABARZON area, providing exceptional patient experience with conformity to international standards of care, powered by a dynamic and robust organization

QUALITY POLICY

HealthServ Los Baños Medical Center commits to a patient-centered quality management system in providing compassionate and effective delivery of healthcare services to our customers. We shall do this by:

- Enhancing customer satisfaction with the support of customer service programs geared towards brand recognition with appropriate utilization of technology and in congruence with investment in human capital.
- Strategically set-up and periodically evaluate our organizational objectives and targets.
- Targeting clinical excellence and driving a culture of patient safety through team work approach and in compliance with both local and international regulatory standards of care.

Certainly, continuous quality improvement shall be the utmost priority of HLBMC.

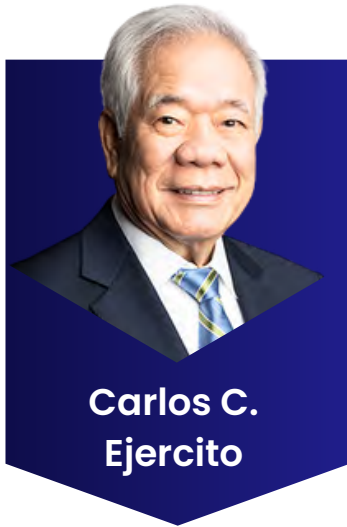


CORE VALUES

ExCITe
Excellence
Compassion
Integrity
Teamwork



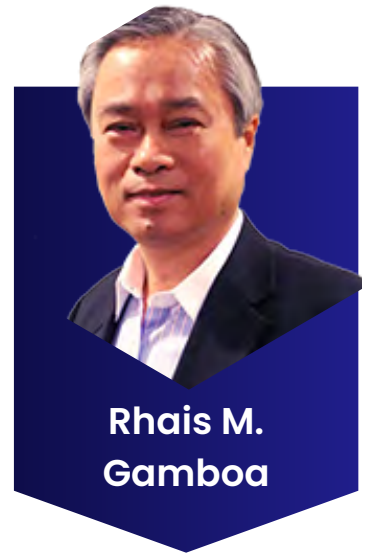
MEET THE **BOARD** OF DIRECTORS



**Carlos C.
Ejercito**



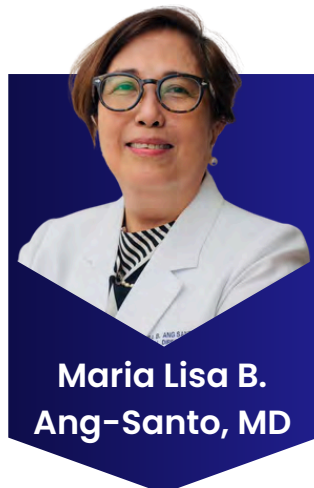
**Mariano John
L. Tan, Jr.**
**Chairman of the
Board**



**Rhais M.
Gamboa**



**Melfred D.
Sumaya**



**Maria Lisa B.
Ang-Santo, MD**



**Orville C.
Ocampo, MD**



**Marie Judith V.
Eusebio, MD**

MEET THE MANAGEMENT TEAM



**Augusto V.
Carasig**

**Chief Financial
Officer**



**Melfred D.
Sumaya**

President



**Maria Lisa B.
Ang-Santo, MD**

**Business
Development
Officer**



**Mercedes C.
Dela Viña**

**Deputy Medical
Director**



**Emilio Serafin
Adriano**

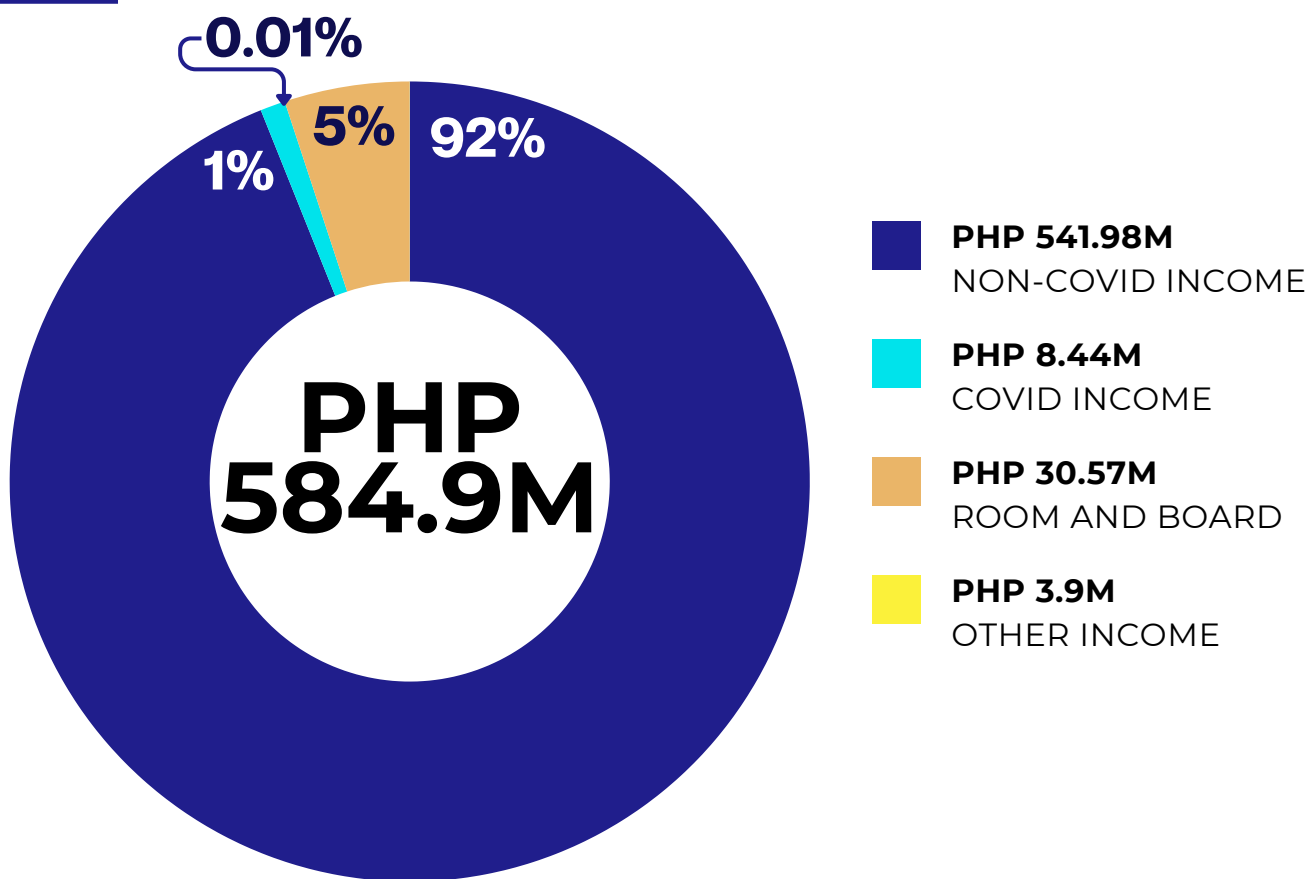
Medical Director



**Eric Emmanuel
T. Aragon**

Chief of Clinics

OUR YEAR END NUMBERS & STATISTICS



EMPLOYEE HEADCOUNT & LABOR COST RATE

326 Employees, 19% Labor Cost to Gross Revenue Ratio



CUSTOMER SERVICE

91.25% Customer Satisfaction Rate



EMPLOYEE ENGAGEMENT

3.82 Organizational Climate Survey Score

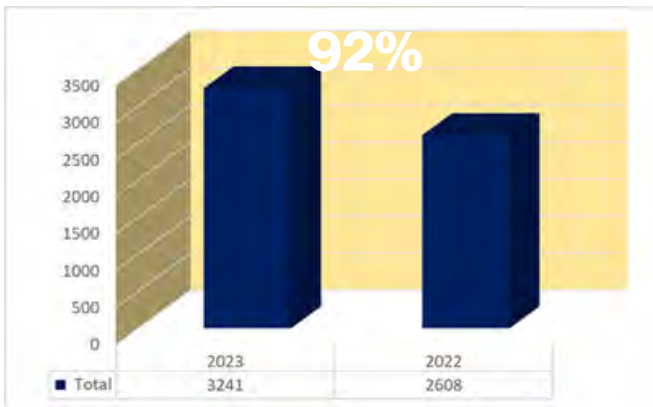


PATIENT SAFETY

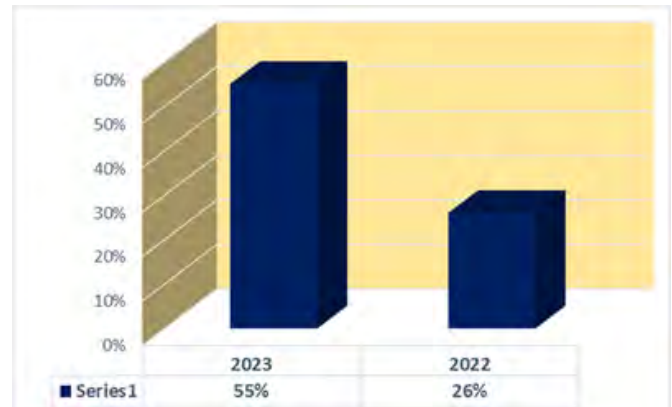
23 Events, 0.66% Incident Rate

OUR YEAR END NUMBERS & STATISTICS

HOSPITAL ADMISSIONS



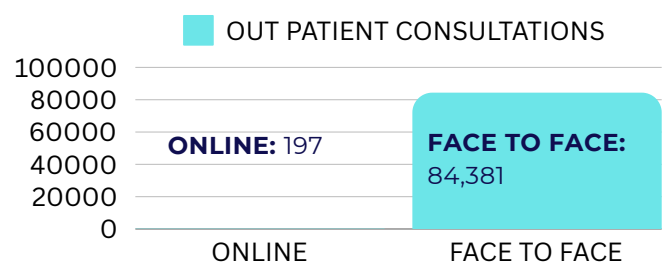
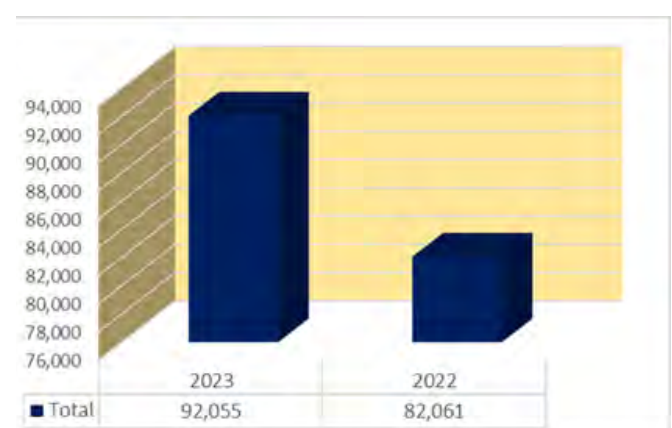
OCCUPANCY RATE



TOP ADMITTING DIAGNOSIS

1	PNEUMONIA	362
2	ACUTE BRONCHITIS	154
3	ACUTE GASTROENTERITIS	151
4	BAIAE	110
5	UTI	87
6	ACUTE GASTRITIS	65
7	CEREBRAL INFARCTION	51
8	DENGUE FEVER	49
9	CKD	39
10	HYPERTENSION	32

OUTPATIENT TRANSACTIONS



TOTAL: 84,578

OUR 2023 HIGHLIGHTS



21ST ANNIVERSARY CELEBRATION

The anniversary celebration on June 14, 2023 united the entire team to honor the company's success and the individuals who contributed to it: the committed employees, the medical team, and the management.



LAUNCH OF THE NEW ICU WING

The introduction of the new ICU wing on July 20, 2023, has been one of several initiatives by Healthserv to meet the growing and unprecedented need for intensive patient care.

OUR 2023 HIGHLIGHTS

LAUNCH OF KALINGA GERIATRICS

As people age and their health challenges increase, HealthServ has combined geriatric-focused specialties into its new branch of service, Kalinga Geriatrics Center.



Kalinga is dedicated to a relatively new field of medicine called Geriatric Medicine. Kalinga provides comprehensive and accessible healthcare by addressing the genuine and unique needs of older adults

KALINGA GERIATRICS

BE ASSESSED FOR FREE.

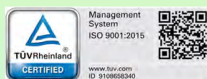
Exclusive for our older patients, aged 55 years and above.

- ✓ Geriatrics Mental Assessment
- ✓ Visual Acuity
- ✓ Timed Up & Go Test

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OUR 2023 HIGHLIGHTS



FIRST GOLD AWARD

In June 2023, the nursing department of enthusiastically participated in the Philippine Society for Quality in Healthcare's annual search for outstanding quality improvement studies. Despite stiff competition, HLPMC emerged triumphant, clinching the prestigious first gold award among numerous entries.

This remarkable achievement underscores our commitment to advancing excellence in healthcare delivery through innovative and impactful initiatives.



ISO RE-CERTIFICATION

At the end of November 2023, TÜV Rheinland, HLPMC's ISO 9001:2015 certifying body, conducted their 1st Surveillance Audit. Our hospital passed with Zero Non-Conformity.



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THANK YOU

