

Ramsay Santé Presentation



Ramsay
Santé

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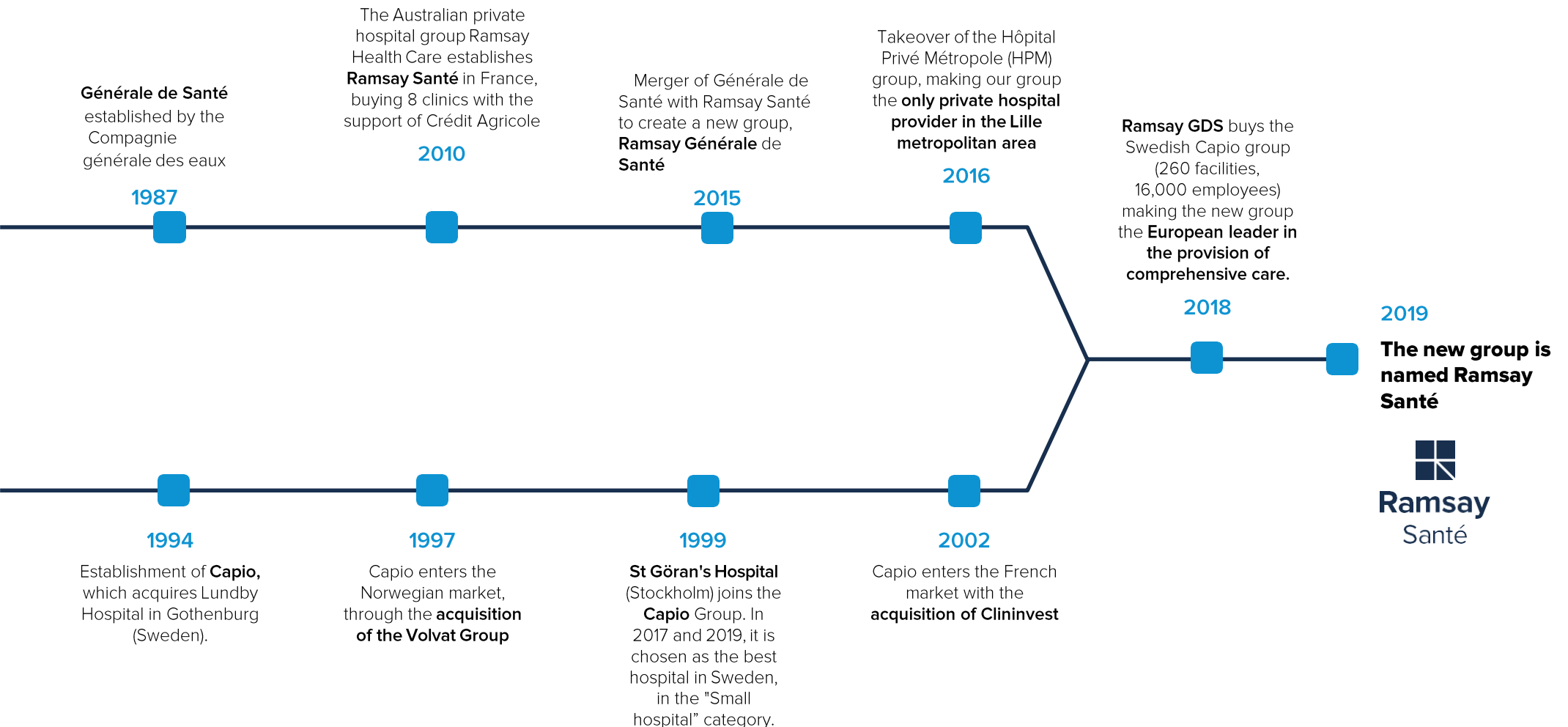
BACKGROUND

FROM FRENCH COMPANY TO EUROPEAN LEADER

In 35 years, Ramsay Santé has become the no. 1 private hospitalisation provider in France and one of the European leaders in integrated care.



Ramsay Health Care was founded in 1964 by Paul Ramsay AO, an Australian entrepreneur. Today, Ramsay Health Care is not just the largest private hospital group in Australia, but also a global hospital group employing over 50,000 people and treating nearly 3 million patients.





THE BASICS

- **FACILITIES**
- **KEY FIGURES 2019**
- **OUR RANGE OF TREATMENTS**
- **ACTIVITIES: TOWARDS INTEGRATED CARE PROVISION**
- **QUALITY AND SAFETY**
- **SHAREHOLDING, GOVERNANCE AND FINANCIAL RESULTS**

KEY FIGURES 2020



7 million
patients



20 million
consultations



33,500
births annually



154
Hospitals and
specialist clinics



45
Emergency
departments



27
Follow-up Care
and Rehabilitation
(FCR)
facilities



130
Primary Care
Centres



51
Mental health
facilities



6
Medical transport
companies



36,000
Employees



8,600
Practitioners



OUR RANGE OF TREATMENTS: EVOLVING TOWARDS INTEGRATED CARE PROVISION

MSO
(Medicine - Surgery - Obstetrics)



FCR
(Follow-up Care and Rehabilitation)



Imaging



Mental Health



*PREVIOUSLY:
Professions
centred around
hospital
admission*



**Proximity
Care Centre**



**Specialist
care**



**Elderly
people**



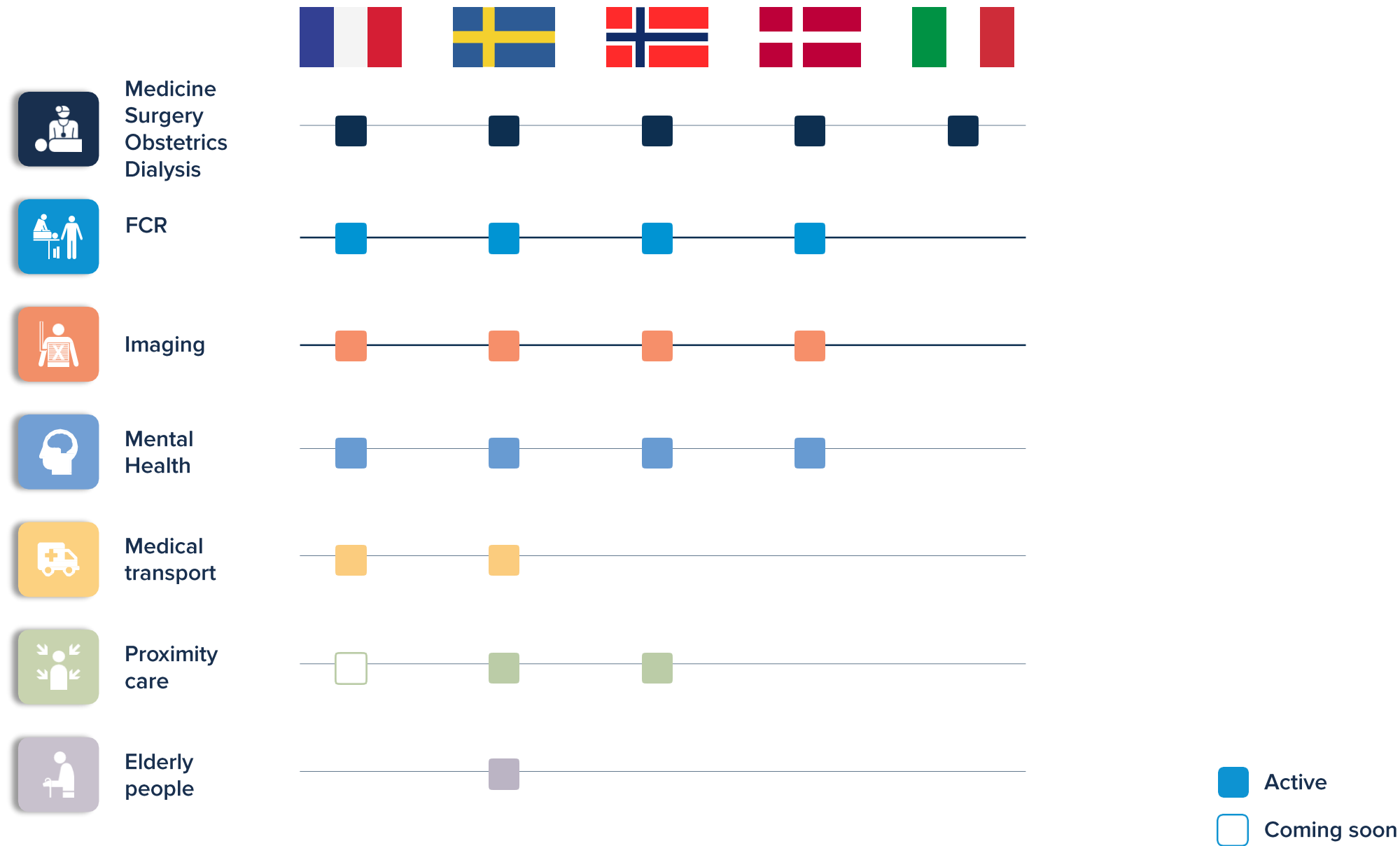
**Medical
transport**



**E-health
Telemedicine**

*TODAY:
Diversification of
professions,
broadening towards
global, integrated
care provision*

ACTIVITIES:
TOWARDS INTEGRATED CARE PROVISION



QUALITY AND SAFETY

*The quality and safety of care is our priority, and quality is a key feature of our corporate culture.
Measurement metrics differ from country to country, but are continuously integrated into work processes throughout the group.*

IN FRANCE

Our Group has received the highest certification marks from the French National Authority for Health (HAS) for a general hospital provider.
99% A + B certification for our facilities VS 93% nationally.

This procedure, which is independent of the facility and its supervisory bodies, covers:

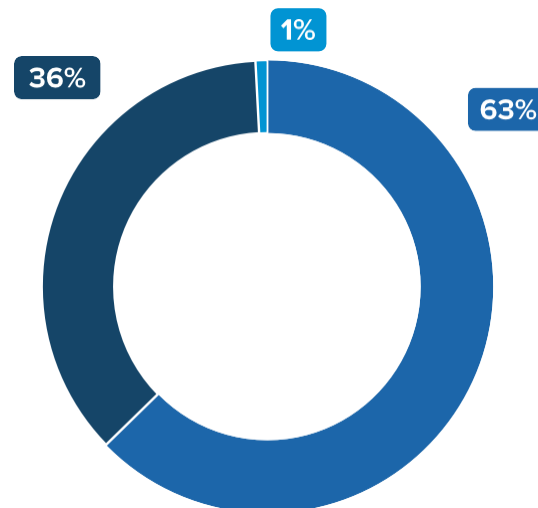
- The level of services and care provided to patients.
- The dynamics of improving the quality and safety of care.

In addition to HAS certification, regular internal audits are performed using Qualiscope.



Certification results for our facilities

At 30/06/2020



- A** Certification
- B** Certification with recommendation(s) for improvement
- C** Certification with mandatory improvement
- D** Certification deferred
- E** No certification

QUALITY AND SAFETY

SWEDEN, NORWAY AND DENMARK

In our Nordic facilities, **quality measurement is based on QPIs (Quality Performance Indicators)** which assess the performance of each facility in four areas:



Modern medicine



Correct information



Appropriate treatment



A pleasant environment and suitable equipment

They allow medical results and patient satisfaction to be assessed.
These QPIs are shared by all the medical and care staff and are provided at all levels of the treatment pathway. This makes it easier to compare facilities and share best practice.

EXAMPLE:

TYPE 2 DIABETES	QPI (measurement)
	HbA1c < 52 mmol/mol
	HbA1c < 70 mmol/mol
	Blood pressure < 140/85 mmHg
	Proteinuria
	Proportion of smokers
	Rating scale, quality of life
	Patient satisfaction

In addition to these QPIs, facilities have national indicators at their disposal. In Sweden, **there are more than 100 national quality registries**. Each registry provides information, by disease or treatment, on the issues that must be addressed.



SHAREHOLDING, GOVERNANCE AND FINANCIAL RESULTS

[Click to see the executive committee team](#)



Craig McNALLY

CEO of the Ramsay Health Care Group and Chairman of Ramsay Santé

Pascal ROCHÉ

Managing Director of Ramsay Santé

Ramsay Santé's shareholder base is made up of two main partners:

- **Ramsay Health Care (52.5%)**, an Australian private hospital group.
- **Predica (39.6%)**, a subsidiary of Crédit Agricole specializing in personal insurance.

Ramsay Santé is listed on the Euronext Paris (formerly Premier Marché) Eurolist.



€3,7 million

Annual turnover at

30.06.20



€13,4 million

Net profit, Group share

(Figures to 30/06/20)

“

In April 2020, at the height of the Covid-19 epidemic in France, our facilities treated 1,250 patients.

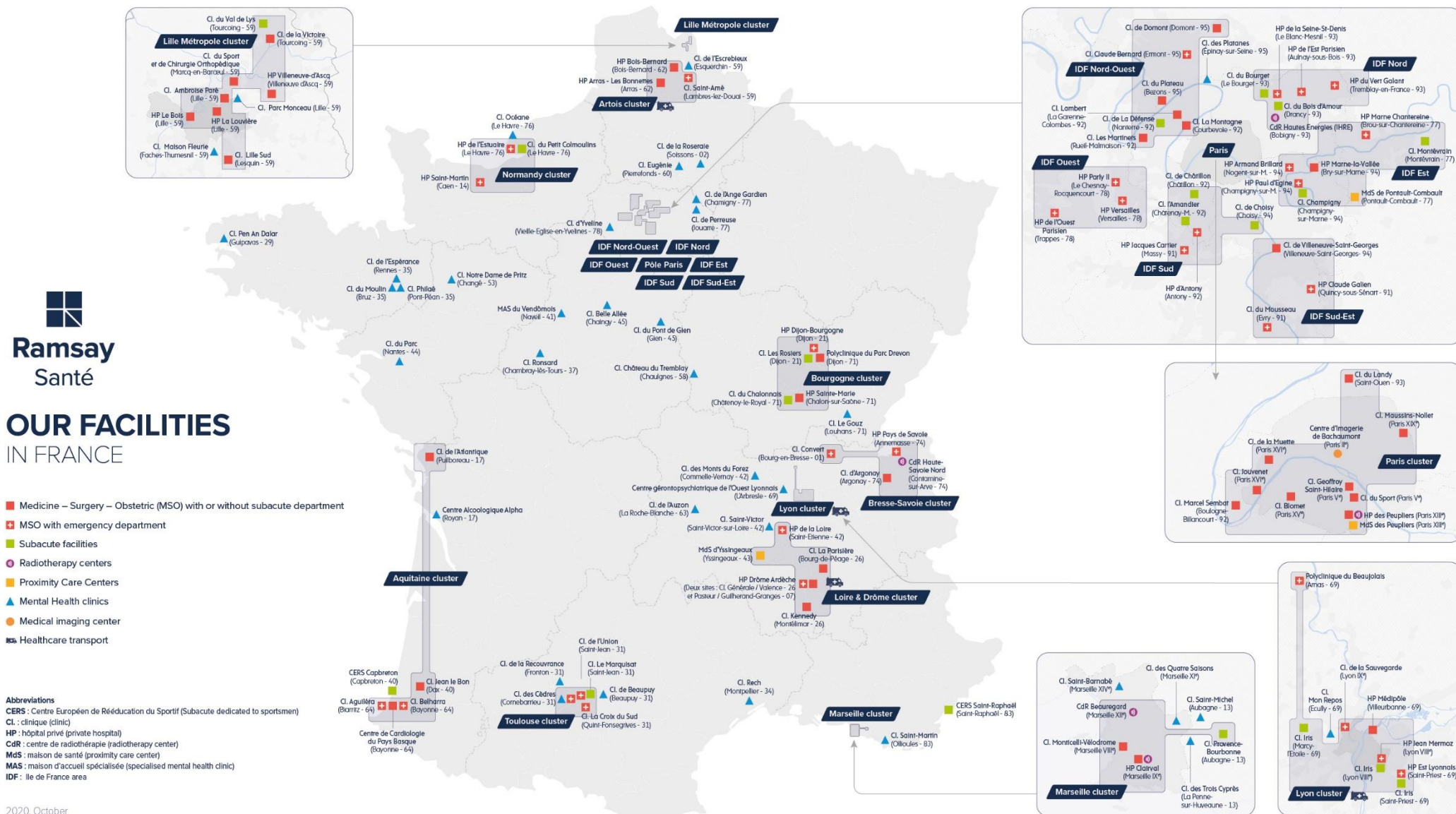
”

Caregivers at the Les Peupliers private hospital (France - 75)



OUR COUNTRIES

- **FRANCE**
- **SWEDEN**
- **NORWAY**
- **DENMARK**



FRANCE

The leading private hospital provider in France, particularly:



LEADING PRIVATE PROVIDER
of orthopaedic, ophthalmologic
and cardiac surgery



LEADING PRIVATE PROVIDER
in oncology



FRANCE'S LEADING PROVIDER
of dialysis



133
Hospitals or clinics (more
than 200 beds)



1 FRENCH PERSON OUT OF 9
has undergone surgery in our
facilities



14 facilities
Ramsay Santé ranked among the
50 best clinics in France
(2019 ranking - Le Point magazine)



1 INVENTORY OF IMAGING EQUIPMENT

(MRI, CT scanner, PET scanner, gamma cameras, etc.) at the cutting edge of innovation

→ Four activities:
Medicine, Surgery and Obstetrics (MSO), Follow-up Care and Rehabilitation Care (FCR), Mental Health and Imaging.

→ Contribution to public health service missions and in the country's health network, particularly with the emergency services.

→ One of the benchmarks in modern medicine, especially in outpatient surgery and Enhanced Recovery After Surgery (ERAS).

FACILITIES IN SWEDEN



Caphio

Part of Ramsay Santé

→ A first rate hospital



ST GÖRAN'S HOSPITAL

- Emergency hospital located in the heart of Stockholm
- Sweden's largest hospital in terms of patient numbers (30,000 hospital admissions)
- Offers selective care in nearly 30 specialities
- The hospital has been a **university** health facility since 2020
- Chosen as Sweden's best hospital in 2019 (Small hospital category)

A wide range of medical, surgical and psychiatric care services provided by hospitals, specialist clinics and primary care centres.



PROXIMITY CARE CENTRES

More than 100 proximity care centres spread throughout the country and nearly 900,000 registered patients (10% of the population)



ELDERLY CARE

Geriatrics, inpatient palliative care, advanced home care, rehabilitation, home visits by doctors.



SPECIALIST CLINICS

30 specialist clinics with a wide range of specialist care, mainly on an outpatient basis: ophthalmology, psychiatry, gynaecology, maternity, ENT, urology and gastrointestinal surgery.

In orthopaedics (6 specialist clinics), comprehensive care from surgery to rehabilitation.

Among the shortest treatment times for hip and knee replacement surgery in Sweden.

NORWAY

In Norway, our group operates under the name **Volvat**



Capio

Part of Ramsay Santé

OUR FACILITIES IN NORWAY



10 PROXIMITY CARE CENTRES

(general practitioners and specialists)



7 CENTRES

specialising particularly in ophthalmology and eating disorders



OUTPATIENT AND INPATIENT CARE



**2ND BIGGEST
PRIVATE
HOSPITALISATION
PROVIDER**



NATIONAL PRESENCE
with 6 specialist clinics, in 4 of
the 5 health care regions in
Denmark



ONCOLOGY
40% of mammograms in the
Copenhagen area



**A RANGE OF
TREATMENTS**
specialising in
orthopaedics in particular



**OUTPATIENT AND
INPATIENT
CARE**

**OUR FACILITIES
IN DENMARK**

- Specialist clinic
- Radiotherapy centre



In April 2020, almost half of the Covid patients in Sweden were in the Stockholm region, where St Görans Hospital admitted a significant proportion of infected patients.





OUR EXPERTISE

- **SHARING BEST PRACTICE**
- **MEDICINE-SURGERY-OBSTETRICS**
- **SPECIALIST HOSPITALS AND CLINICS**
- **EMERGENCY DEPARTMENTS**
- **MATERNITY WARDS**
- **OUTPATIENT SURGERY AND ENHANCED RECOVERY AFTER SURGERY**
- **ONCOLOGY**
- **NUTRITION, OBESITY & EATING DISORDERS**
- **FOLLOW-UP CARE AND REHABILITATION**
- **MENTAL HEALTH**
- **MEDICAL TRANSPORT**
- **PROXIMITY CARE CENTRES**

SHARING BEST PRACTICE

The diversity of our facilities and activities means that we can implement, across the group, a process for identifying innovative best practices locally, with a view to sharing and deploying them where it makes sense, both operationally and functionally (medical excellence, optimisation, digital, etc.).



We make these differences a tool for learning and improving the quality of our care, for the benefit of patients, doctors and staff.



MEDICINE SURGERY-OBSTETRICS (MSO)

Treating all types of illness (except paediatric oncology and organ transplants).



The excellence of our hospitals and clinics based on:

- the expertise of our practitioners and care staff
- the requirements in terms of quality and safety of care
- tailored treatment and support
- our ability to innovate in treatment and the patient pathway, particularly through the development of outpatient surgery and Enhanced Recovery After Surgery (ERAS)



197
facilities
including **34** specialist clinics



25
Maternity
wards



67%
of surgical procedures are
conducted on an **outpatient** basis



800
Operating rooms

HOSPITALS AND SPECIALIST CLINICS

In Sweden, Norway and Denmark:



Healthcare is moving towards greater specialisation and sub-specialisation. Our facilities support this progress by:

- constantly improving the quality of our medical care,
- continuously developing the expertise of doctors, nurses and all staff,
- creating units with a high level of expertise.

Sharing best practices and implementing new modern treatment methods has considerably reduced the average length of admission over the last five years.

EXAMPLES:

Orthopaedic clinics in Sweden and Denmark
Ophthalmological clinics and the treatment of eating disorders in Norway

IMAGING

Imaging is essential for diagnosing several pathologies. It is very often available at our facilities, which boast an equipment inventory consisting of:

- 36 MRI machines
 - 30 CT scanners
 - 6 PET scanners
 - 15 gamma cameras
-
- 27 interventional radiology rooms for guiding minimally invasive medical procedures under optimal precision and safety conditions
-
- 11 hybrid rooms (combination of an interventional room and an operating theatre)



3T MRI
at Hôpital privé Clairval (Marseille, France)
and Capio Movement (Halmstad, Sweden)



New linear particle accelerator at the Centre de
Radiothérapie Beauregard (Marseille, France)



New Open-Field MRI machine (one of 4 located in
Île-de-France) at the Centre de Radiologie et
d'Imagerie Médicale (Drancy, France)

EMERGENCY DEPARTMENTS



45 emergency departments in our MSO facilities

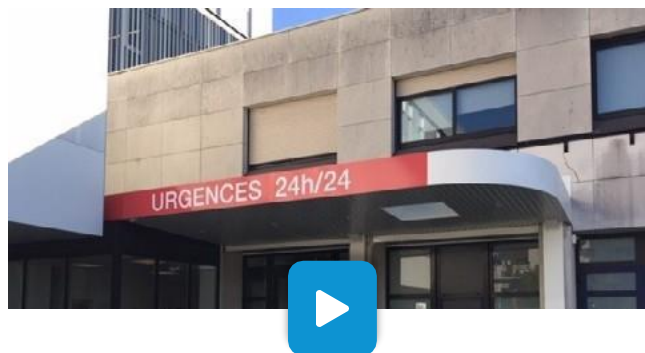


+ 900,000 emergency department consultations /year

To complement this emergency care provision and meet the needs of the population, while combating medical deserts, Ramsay Santé has opened **8 unscheduled care facilities, renamed "SOS Soins urgents"**, in France.

Located within our facilities, they provide walk-in consultations with specialist doctors.

They benefit from the proximity of technical facilities (radiology, ultrasound, etc.) and examinations, allowing them to provide complementary care and to relieve the emergency departments.



Efficient organisation: the new emergency department at Hôpital privé de l'Ouest Parisien (Trappes, France)

→ In France, Ramsay Santé displays online, real-time **waiting times and throughput times** for its emergency departments, on their websites and the mobile app.

→ **Less than 30 minutes:**

The average waiting time between admission and the start of treatment in our emergency departments for 85% of patients.



In Sweden, our group manages the only private hospital with an emergency department: St Göran in Stockholm.

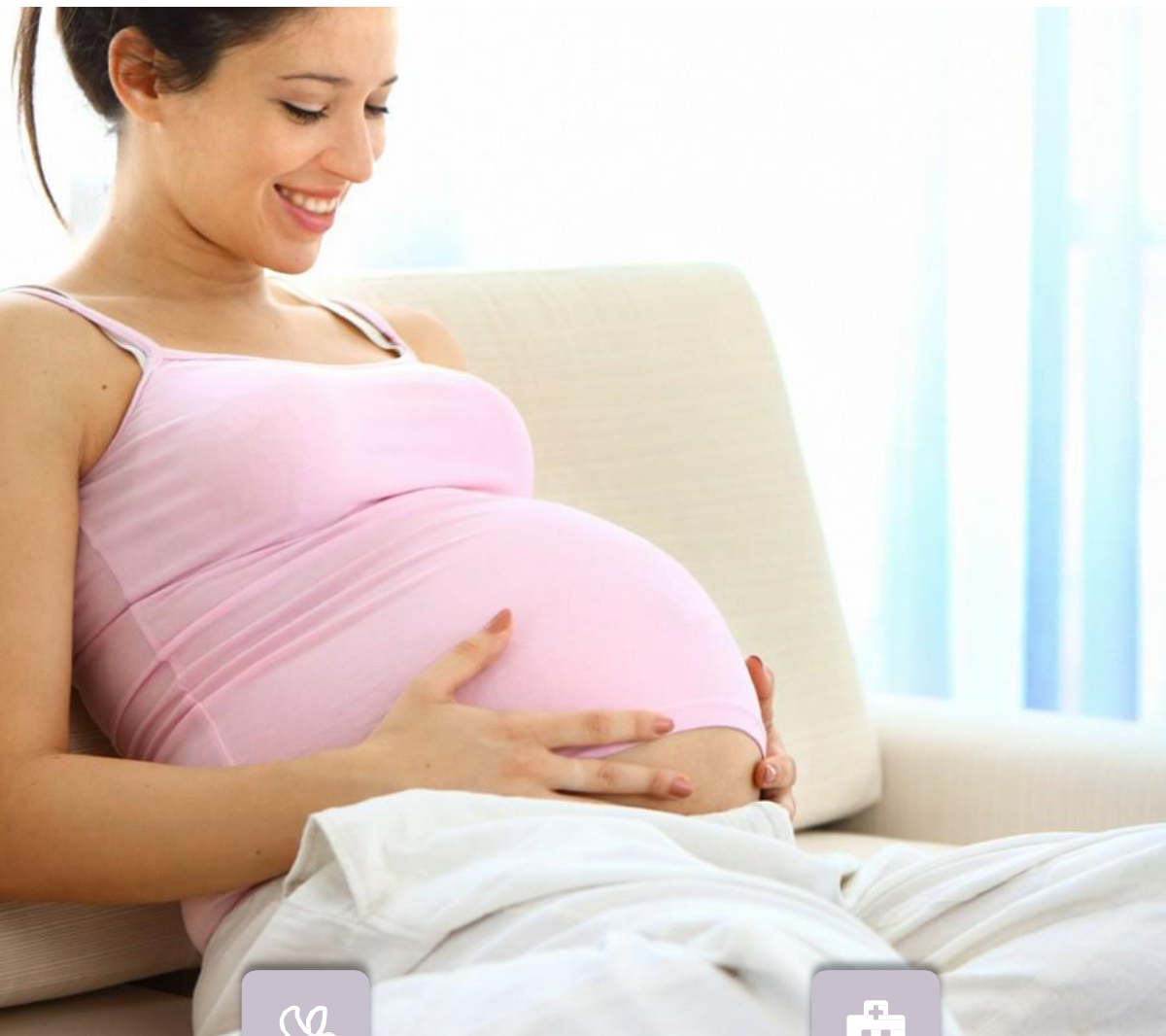
→ chosen as the best hospital in Sweden in 2019 (Small hospital category) by Dagens Medicin

→ highest quality indicators score for the 4th consecutive year in 2018

→ 100,000 visits annually

→ average wait time to see a doctor: 30 minutes

MATERNITY WARDS



33,500 births
in 2019

25 maternity
wards

Numerous projects deployed in some or all of the maternity wards to improve the experience of future parents.

myNea

→ A tailored programme that facilitates the process for future parents (visit to the maternity ward and meeting with the care team, online registration) and supports them in their birth plan (personalised monthly newsletter) and in the first weeks of the baby's life.

→ **MyNea** conferences or **workshops**:

- baby wearing
- nutrition
- prenatal singing
- sophrology
- exercise
- paternity

Labels

- **Baby-Friendly Maternity Hospital (BFHI).** This label emphasises staff training, care organisation, parental support, etc.
- **Father-Friendly Maternity Hospital** This label highlights the actions aiming to give the spouse his/her rightful place with their partner and their newborn child.

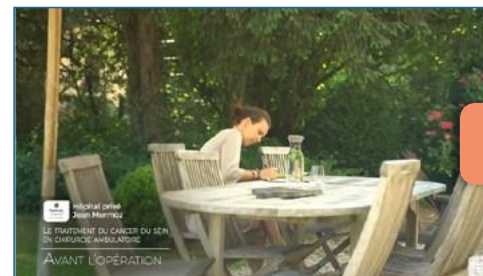
OUTPATIENT SURGERY AND ENHANCED RECOVERY AFTER SURGERY (ERAS)

Ramsay Santé is the undisputed leader in outpatient surgery (same-day admission and discharge for patients), which accounts for 68% of the procedures performed.

Outpatient surgery is growing due to the development of minimally invasive operating techniques and adapted anaesthesia techniques. ERAS aims to enable patients to recover their functional capacity more quickly after a procedure.

Originally reserved for simple procedures, outpatient surgery today involves complex surgical operations: (total) hip and knee prosthesis, prostatectomy, colectomy, herniated disc, etc.

We are adapting our organisations and structures to coordinate these treatments, to improve the well-being of our patients. Our facilities are increasingly designed specifically around outpatient surgery:



[Outpatient breast cancer treatment](#)



[ERAS at Hôpital Privé Antony](#)



Clinique
Monticelli-Vélodrome
(France)



Hôpital Privé
Dijon Bourgogne
(France)



Clinique
de Domont
(France)



Capio
Movement
(Sweden)

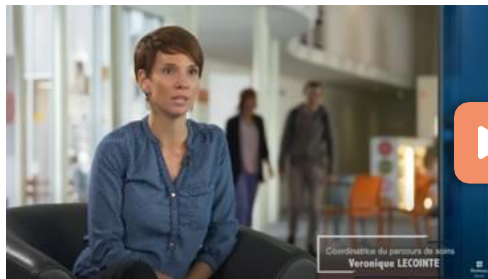
ERAS in Sweden:

on average, 1.5 days of hospital admission after a hip or knee arthroplasty.

ONCOLOGY

Ramsay Santé is the leading private hospital provider in oncology in France.

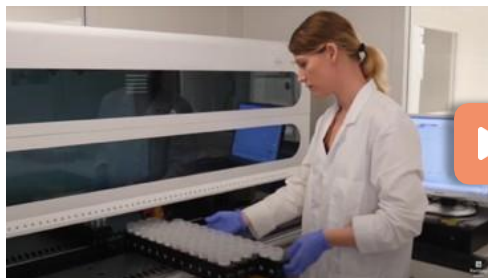
We have made the fight against cancer a priority, particularly by certifying 12 oncology institutes (including 7 general, 4 specialising in breast cancer and breast/prostate cancer). As genuine centres of excellence in their health field, they offer patients comprehensive and tailored care in the shortest possible time, thanks to the medical and paramedical expertise coordinated on site.



Ramsay Santé has created the job of nurse coordinator within each oncology institute.



Oncogenetic consultations provide early screening and offer tailored follow-up for people at risk of developing cancer.



Molecular biology: faster access to genomic analysis of tumours, enabling truly personalised treatments to be prescribed.



DIALYSIS - CHRONIC KIDNEY DISEASES

With **24 centres**, providing nearly **500,000 consultations/year**, Ramsay Santé is the **leading private dialysis provider** in France. All types of dialysis administration are available:

- at the centre
- at home
- independently

Our chronic kidney disease patients receive a truly coordinated treatment pathway.

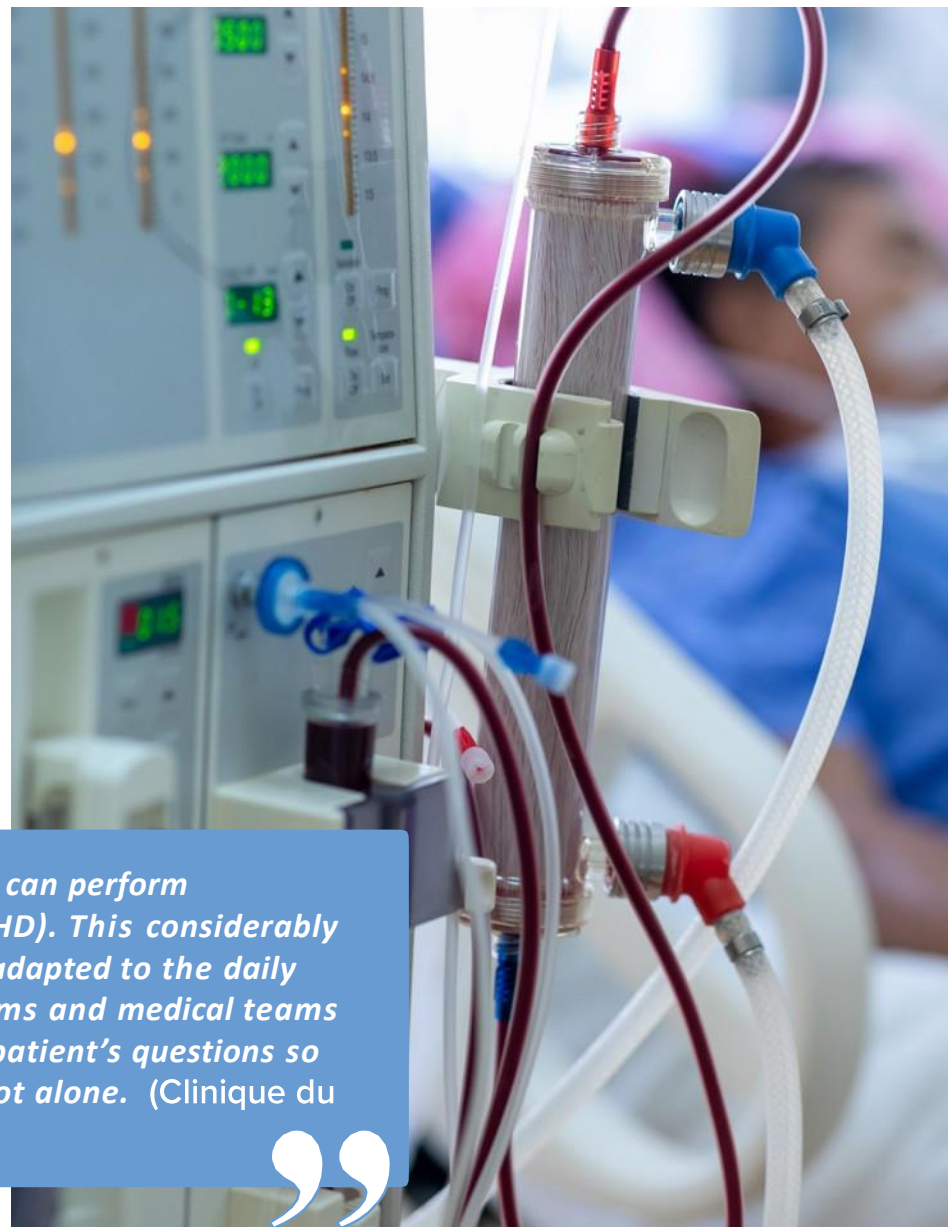
Multidisciplinary treatment: medical and nurse consultations, therapeutic education and dietician consultations, supportive care (psychologist, social worker).

At our nephrology departments or directly in the dialysis centres, we treat:

kidney function abnormalities, congenital kidney abnormalities, renal artery diseases, urinary tract infections, kidney failure, dialysis (hemodialysis or peritoneal dialysis).



After 6 to 8 weeks of training, patients can perform hemodialysis at home every day (daily HHD). This considerably improves quality of life: the treatment is adapted to the daily rhythms of the dialysis patient. Care teams and medical teams are available at all times, to answer the patient's questions so that, even outside the facility, they are not alone. (Clinique du Landy)



NUTRITION, OBESITY & EATING DISORDERS

- 01** | Commitments in terms of treating obese patients:
- multidisciplinary teams
 - medical or surgical care
 - tailored support
 - compliance with health authority recommendations
- 02** | Appropriate care in our mental health facilities/psychiatric clinics for eating disorders: anorexia, bulimia, etc.

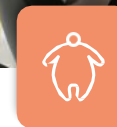
Video testimonials



[Combating obesity](#)



[Obesity management: a coordinated, tailored programme for everyone](#)



13 Centres of Excellence for nutrition/obesity in France



Specialist clinics in the Nordic countries
E.g.: Catio CFTK



INNOVATION

In October 2019, Ramsay Santé launched the **Espace Médical Nutrition Obésité** in Dijon (21 - France), which specialises in treating excess weight, obesity and eating disorders. EMNO allows patients to access the skills of a multidisciplinary team (doctor, nurse, dietician, psychologist, etc.) and a comprehensive care programme **without the disruption of hospital admission**.

FCR - FOLLOW-UP CARE AND REHABILITATION

Some surgical procedures require postoperative care in a specialist follow-up care and rehabilitation (FCR) facility: medical care, rehabilitation, reintegration.

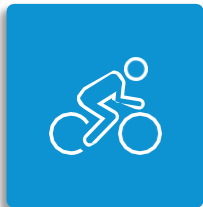
These facilities are aiming to specialise more and more (cardiology, oncology, nutrition, etc.), to provide support and a care programme adapted to pathologies.



19
FCR clinics
in France



13
FCR services incorporated into
MSO facilities



2
European Centres for
sports rehabilitation dedicated
to high level sportsmen and
women:

- CERS Capbreton
- CERS Saint-Raphaël



2
Specialist **“Rehab”** facilities in
Sweden



The beautiful story of
Eric, a patient of the
FCR,
Clinique du Petit Colmoulins



CERS Capbreton
specialises in
functional and orthopaedic
rehabilitation for top-level
sportsmen and women



Capio Rehab
Saltsjöbaden, near
Stockholm

MENTAL HEALTH

Ramsay Santé offers a range of prevention and care services adapted to various mental and addiction pathologies, from screening to treatment to cognitive and social rehabilitation.

Our group works in close collaboration with psychiatric emergency services, public structures, associations as well as all those working in the field of mental health and addictions.

Development of increasingly tailored care, with various care models:

- possibility of **full hospital admission** or **an alternative** (day or night hospital, as well as a home hospitalisation unit)
- creation of **structures or units dedicated to specific populations**: adolescents, young adults, health professionals or elderly people
- **complementarity between the public sector and community medicine** with post-emergency, crisis and even non-consensual admission units

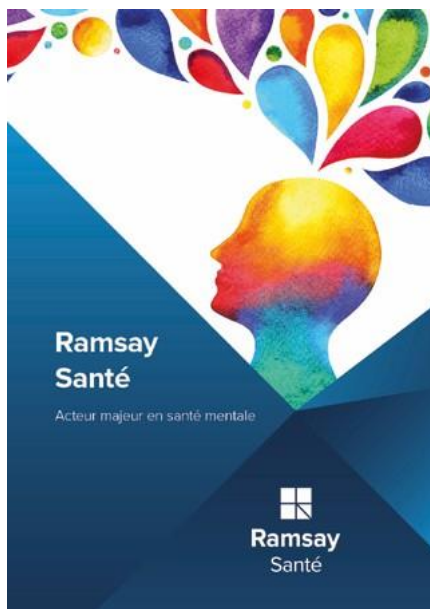


45 DAYS

average length of stay in
Ramsay Santé mental health
facilities

Our group is one of the main providers of private psychiatry with 30 facilities in France, i.e. nearly 20% of private psychiatric hospital admission.

Our sector also includes 5 follow-up care facilities specialising in addiction and 1 facility specialising in disability.



Brochure outlining
the Mental Health
services at Ramsay
Santé



MENTAL HEALTH

Our practices give pride of place to therapeutic innovations and new treatment methods:

- **r-TMS** or Repetitive Transcranial Magnetic Stimulation, used, in particular, to treat depression, addictions or OCD
- **VRT**, a therapy which uses Virtual Reality, for example to treat phobias
- **light therapy**, available to patients to treat depression, but also to teams and caregivers.

We aim to, and have the possibility of, supporting each patient throughout his or her life.



[Interview with Prof. Marcel Rufo Clinique des Trois Cyprès](#)



[Mental Health Nurse](#)



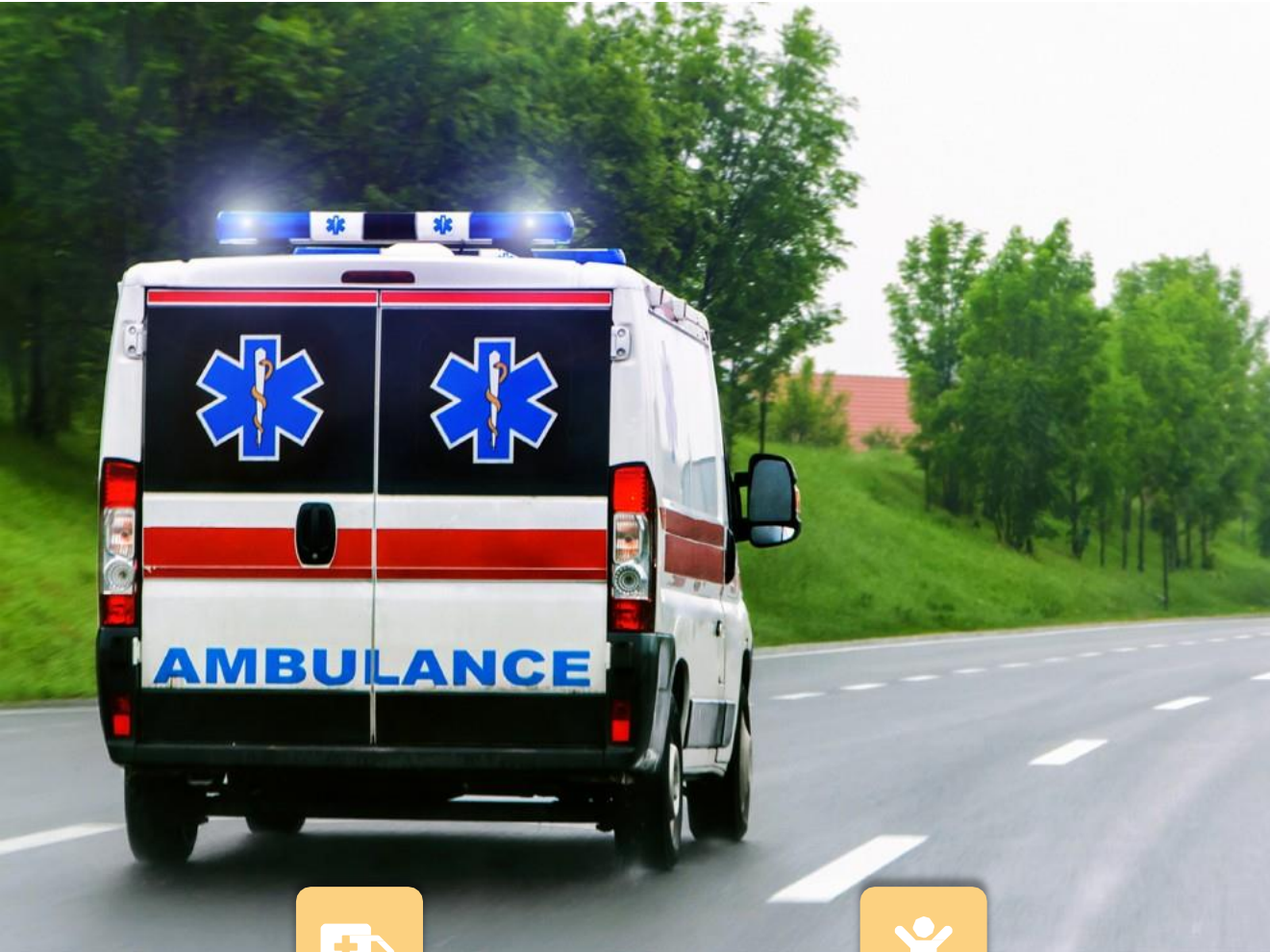
[R-TMS at the Clinique Belle Allée](#)



[Virtual reality therapy at Clinique de l'Escrebieux](#)

MEDICAL TRANSPORT

Offering patients a comprehensive service, from when they leave home until their return.



222 vehicles
(including ambulances and EMS
vehicles)



280,000 patients
transported

To increase the quality of the patient experience at our facilities, the group wanted to extend its knowledge in the provision of medical transport services, to benefit patients from when they leave home until they return.

Facilities in France, in 3 healthcare regions:

- Artois cluster
- Lyon cluster
- Drôme-Ardèche cluster



The job of ambulance
driver at Ramsay Santé

PROXIMITY CARE CENTRES HEALTH CENTRES

Already common in Sweden and Norway, these proximity care centres address the population's problems accessing healthcare.



133

Proximity care centres
in Sweden and Norway



The patient registers with the centre of his or her choice. Consultations can take place:

- directly in the centre, where the patient is treated by a multidisciplinary team and oriented after the evaluation of symptoms
- via a digital (chat) tool that puts the patient in direct contact with a carer.

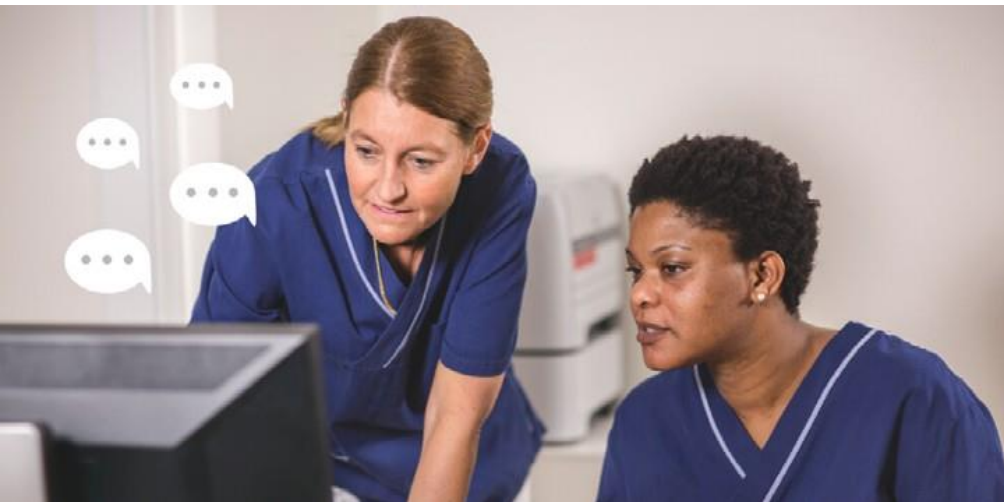
The centre chosen by the patient receives an annual flat-rate fee, whether or not the patient had a consultation. The amount varies according to age, medical condition and social criteria (principle of capitation funding). The patient can choose to change centre at any time if he or she is not satisfied.

PROXIMITY CARE CENTRES HEALTH CENTRES



Ringen (Stockholm, Sweden)

- One of the group's largest proximity care centres
- 27,000 registered patients - 100 doctors and carers
- A comprehensive range of care as well as home care and complementary specialities: ENT and child and adolescent mental health
- Digitalisation: as with all the centres, access to the chat tool is available in Ringen. 23,500 "visits" in 2019, 75% of which were handled by a nurse.



In France

- In 2020-2021, Ramsay Santé is expected to open 4 centres based on the "proximity care centre" model with capitation funding. The regions involved are: Ile-de-France and Auvergne - Rhône-Alpes.
- This project is in line with Article 51 of the Social Security Financing Act. It allows experimentation with new health organisations based on new funding methods, ***"as long as these new organisations contribute to improving patient care, the efficiency of the health system, access to care or the relevance of prescribing health products."***

(Source: solidarites-sante.gouv.fr)

- All staff members, including doctors, will be salaried employees of the centre.

Clinique des Cèdres
May 2020
(France - 31)



*In addition to care, we
offer the most qualitative
treatment possible.*



OUR STRENGTHS

- **THE GROUP'S EMPLOYEES**
- **A SUSTAINED INVESTMENT POLICY**
- **DIGITALISATION**
- **RESEARCH**
- **TEACHING**

THE GROUP'S EMPLOYEES

With **36,000 employees**, including **24,000 care staff**, our Group is one of the main employers in the regions where it operates, and one of the largest private recruiters in the healthcare sector in France and Sweden.



To provide our patients with high-quality care, our ambition is to:



Attract and recruit the best talent



Build employee loyalty, through the development of each employee's skills and optimal working conditions
(safety, health, well-being and equity).



Accompany change by capitalising on decentralised decision-making and the responsibility of the proximity teams

THE GROUP'S EMPLOYEES

SKILLS DEVELOPMENT

A performance management process makes it possible to identify the skills to be developed, according to the requirements of the position or as part of career development.

In both the care-related and non-care-related professions, training is strategic to prepare for the future.

Throughout the group, we are working on developing:

- **improved care (care/services):** quality and risk management, pain management, hygiene practices, care for the elderly, welfare, specificity of outpatient care, therapeutic education, etc.
- **“Proximity Management” training courses** aimed at sharing a common managerial culture for local managers.
- a development programme for key executives during career development, aimed at increasing their leadership role.



In the Nordic countries

Talent management programmes to support the development of “high-potential” individuals

THE GROUP'S EMPLOYEES



6%

In France, more than half of the facilities have already reached and exceeded the target of 6% of employees with disabilities.

QUALITY OF LIFE AT WORK

Surveys are conducted, in order to identify areas for improvement, then build action plans to meet the needs and thus increase engagement and performance in a better working environment.

E.g.: 1 employee, 1 voice survey



DISABILITY

In line with its professions and values, our group is committed to developing the **employment of people with disabilities.**



A SUSTAINED INVESTMENT AND INNOVATION POLICY

· construction of new facilities



Clinique La Croix du Sud in Toulouse (31), opened in late 2018

· creating new units



New adolescent unit at the Clinique des Trois Cyprès (13)

· modernisation of existing buildings



Extension of Saint Göran's Hospital (Stockholm, Sweden):

- After reinforcing emergency department capacity (100,000/year), new operating rooms were opened in 2019.
- The next phases will see the construction of 2 new buildings (an additional 30,000 m² in addition to the 1,000 m² renovated).
- Opening a new maternity ward, the completion of works is scheduled for 2022.



Extending and renovating the Clinique Atlantique (La Rochelle -17) to combine activities with those of Clinique Mail



In Copenhagen (Denmark): merger of our two largest facilities, transferred from Lyngby to Hellerup.

A SUSTAINED INVESTMENT AND INNOVATION POLICY

- The acquisition of new surgical robots, at the heart of the “outpatient” revolution, in which we are the leader.
- Replacing our devices with the latest generation equipment



14 surgical robots distributed
to our facilities



Cyberknife technology at
HP Clairval (Marseille)



In Norway, heavy investment in our specialist
ophthalmology clinics.

DIGITALISATION

To simplify the patient pathway, facilitate access to care and offer our partner doctors high-performance tools, we are constantly investing in new digital tools and products.



Simplify your health, with Ramsay Services



Find out your emergency room wait time... live!



Doctolib

For our patients

- Make an appointment with a specialist doctor (Doctolib.fr)
- Prepare for hospital admission (Ramsay Services) and post-admission follow-up (e-fitBack)
200,000 online admissions (Ramsay Services)
- Find out the waiting time in emergency departments (Ramsaysante.fr and App)

For our doctors

- To facilitate the exchange of reports and analysis results between health professionals (Lifen)
- Increase our responsiveness to manage emergencies by replacing carers in our facilities using an app (medGo)
- Simplify the daily lives of our private practitioners and make the care pathway even more secure thanks to Medaviz, a teleconsultation solution deployed since 2020.



Medaviz
L'avis médical en un clic



Teleconsultation

Thanks to the Catio Flow app, the patient has direct access to his or her proximity care centre and remote consultations with professionals (doctors, midwives, psychologists) via telephone/chat. The chat tool can be used instead of, or in preparation for, a physical appointment.

This is currently only available in the Nordic countries.

Telemedicine

Developing the use of telemedicine for better access to care and equal opportunities.

The initial specialities involved: stroke management and skin cancer detection.



INNOVATION HUB

The Innovation Hub is the future of healthcare. It aims to make the Ramsay Santé group a pioneer in Health 2.0. and enables patients to access a new generation of personalised care, notably through the use of data, whether via remote or face-to-face consultations.

Our strategic axes:

New technologies are the driving force behind the Innovation Hub, which works with many different partners, from medical teams to innovative start-ups, including large companies and our own patients/customers.

Our motto is:

- putting data in the centre
- think of the digital/physical alternative
- customise

The Research and Teaching Department (RTD) promotes the emergence of new therapeutic and diagnostic strategies to benefit patients. Beyond our vocation to provide care, we are committed to advancing it.

→ Our missions

- **Promote** and develop research within the group: personalised support for the submission of calls for research projects, monitoring, management of industrial or institutional clinical trials, etc.
- **Enhance the** teams' areas of excellence and support the production of scientific publications
- **Rationalise** the organisation of clinical studies
- **Develop** partnerships with institutional and industrial sponsors
- **Unite** research teams
- **Publicise** our projects through specialised and general public communication
E.g.: dedicated section on our Research website

→ Leading private group in medical and scientific research



3,262

scientific publications
between 2015 and 2018



1,300

authors of scientific
articles



3,200

patients enrolled in
475 studies in 2018



Ramsay Santé and
Elsevier partnership for
access to bibliographic
sources (ClinicalKey)
[Click to watch the video](#)



[Researchers for Life](#)

TEACHING

Ramsay Santé is committed to imparting knowledge on a daily basis:



→ Our missions

- Funding and support for research fellows: **47 fellowships funded** between 2015 and 2019.
- Implementation of training in good clinical research practices, bibliographical research (biostatistics, Pubmed®, Zotero®): **325 doctors trained** in 2016 and 2019.
- Supporting the continuing education of health professionals through the development of postgraduate teaching and e-learning projects.



Over the past 8 years, our Group has welcomed nearly 800 interns in 24 specialities.



Arthroscopy training (simulation) open to all interns.



*Solidarity, helping, is essential
in our profession. We did it
because they would have
done it for us too.*

March-April 2020

More than 220 nurses and care assistants volunteered to reinforce the teams of other facilities fighting the epidemic. (photo: departure of reinforcements from Lille)



CONTENTS

OUR FOUNDATION

→ OUR MISSION: PREVENTATIVE HEALTHCARE

THE FOUNDATION OF RAMSAY SANTÉ

An innovative and dynamic Foundation, committed to a preventive healthcare approach. The objective: to develop awareness and encourage as many French people as possible to adopt good health behaviours.

TO RAISE AWARENESS



→ Prevention posts on [Facebook](#), [Instagram](#) and [Twitter](#)

→ **Ramsay ChatBot**, an innovative tool, this conversational robot offers personalised monitoring in the areas of nutrition, stress, sleep and smoking cessation (coming in late 2020: STD-STI).



Social Application Award at the Social Media Grand Prix 2019

TO INNOVATE

→ **Prevent2Care Lab**, the only incubator for start-ups in the field of preventative healthcare. 1

→ **Prevent2Care Tour**: call for projects reserved for associations in 5 major cities in France. 2



TO CONTRIBUTE



O. Véran J. Salomon



→ **Rencontres Prévention Santé**: an annual benchmark meeting dedicated to preventative healthcare, organised under the Patronage of the Ministry of Solidarity and Health.

→ Citizen's consultation for young people and prevention with [make.org](#)

3 → Creation of the 1st university diploma which establishes a new profession for carers: health prevention officer.

→ [Stress Observatory](#)

TO ACT



→ **1 step, 1 donation**

Challenge for the Group's employees to support Secours populaire français (€50,000) in its local prevention actions.

→ **Partnership with the Sport dans la Ville association**: our carers and practitioners raise awareness of health prevention among young people in disadvantaged neighbourhoods.

THE FOUNDATION OF RAMSAY SANTÉ

1 PREVENT2CARE LAB



1ST HEALTH PREVENTION
INCUBATOR
33 START-UPS INCUBATED
IN 2 YEARS
2 INCUBATION PLACES
PARIS AND MARSEILLES

→ Inco, operator of the programme (mentoring, legal and financial training, fundraising, etc.)

→ Support for start-ups from the Group's teams, according to their needs (field experimentation, medical expertise, etc.).

→ More info at:
<https://www.prevent2carelab.co/>

2 PREVENT2CARE TOUR

- A call for projects specific to associations
- Reward their ability to invent innovative preventative healthcare systems, as well as their regional roots
- A regional call for projects in Lille, Paris, Lyon, Toulouse and Marseille (2019/2020)
- 8 associations rewarded
- €50,000 funding in total



3 1st UNIVERSITY DIPLOMA IN PREVENTATIVE HEALTHCARE



- Responding to the lack of training of healthcare providers in preventive healthcare
- Creation of a level 2 university diploma with the Université de Bretagne Occidentale.



- Face-to-face training, e-learning and videoconferences
- The first academic year is scheduled to begin in January 2021.

- Creating a new profession: health prevention officer



Ramsay
Santé