

IFC IQ-HEALTHCARE

HEALTHCARE QUALITY ADVISORY

The Challenge

Globally, a lack of patient safety causes more deaths than limited access to healthcare. **Many patients face additional harm while receiving care**, and there is insufficient capacity within medical facilities to manage these risks.

Based on IFC's work with hospitals and clinics to date:

- ~70% have no structured quality improvement plan
- ~40% do not measure clinical outcomes
- ~70% do not have a dedicated person to direct patient safety and quality standards

Why Invest in Healthcare Quality?

Investors, insurers and governments are increasingly pressing for quality. Why? Because it creates **safer environments for staff and patients, prevents medical errors** and costs of complications, boosts productivity and patient satisfaction.

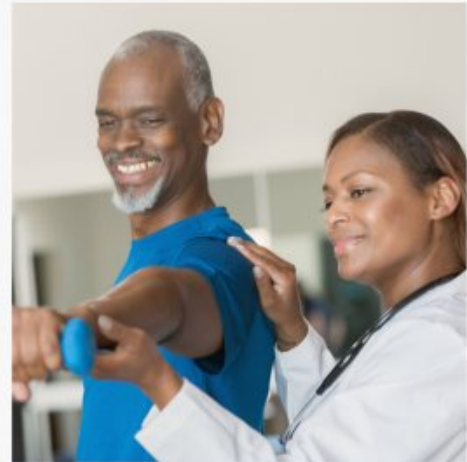
Facilities that invest in quality:

- **Attract more patients**
- **Retain highly skilled talent**
- **Avoid litigation**
- **Maintain and boost reputation**

The Solution

IFC's IQ-Healthcare program -- where "IQ" stands for improving quality -- enables healthcare facilities to embed a culture of quality in their operations. The result? **Increased patient safety and better clinical outcomes.**

IFC's healthcare quality program includes diagnostic tools and implementation support. IFC also promotes learning and development through in-person training, webinars, online self-paced learning, and a moderated community of practice for quality professionals.



5M



patients in emerging markets die each year due to poor quality healthcare

VS.

3.6M



patients die annually due to lack of access to healthcare

15%



of hospital costs are caused by medical errors and preventable complications

10%

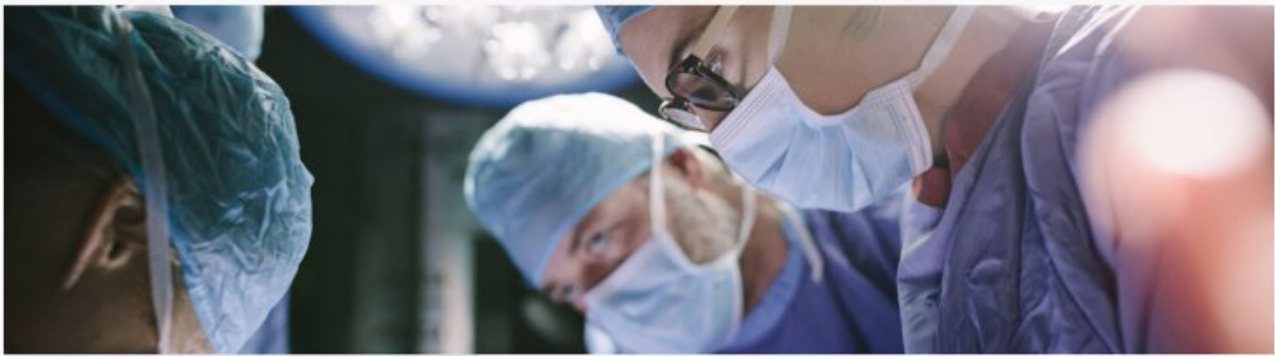


of patients acquire infections during their hospital stay

55%



of cases do not adhere to clinical guidelines



When to Use IFC IQ-Healthcare Tools?

Beginning a Quality Journey

IFC IQ-Healthcare tools measure gaps and successes in a structured way and provide meaningful insights and recommendations.

Considering Accreditation

Our tools align with international accreditation bodies' standards for managing healthcare institutions.

During or After Acquisition

Throughout due diligence, IFC experts assess the acquisition target's current practices and develop a quality improvement action plan. The goal is to bring the newly acquired entity up to corporate standards.

Onboarding Management or Constructing a New Facility

New management and quality teams will receive a balanced view of the facilities and their quality assurance practices.

Benchmarking and Continuous Improvement

Our IQ-Healthcare tool is an excellent resource for ongoing internal benchmarking.

IFC SUPPORT

IFC's IQ-Healthcare program **addresses quality challenges** facing healthcare providers in emerging markets: hospitals, outpatient clinics, diagnostic facilities, specialist centers (e.g. ophthalmology, fertility, dialysis, etc).

The Process:

Diagnostic

Preparation | 2 weeks before the on-site assessment

On-site Assessment | 3-6 days

Results Presentation | End of on-site

Report | 4-6 weeks after

Implementation Support (Optional)

Tailored Coaching | 20-100 days

Re-Assessment | in 6-18 months

The Benefits:

- Low cost, high return on investment
- Action-oriented roadmap to achieve international standards, including "quick wins" and priority actions
- Structured overview of level of compliance
- Third-party assessment to be used for various corporate initiatives, i.e. to attract investors
- Global expertise, adjusted to region and specialization
- Ongoing support

ADVISORY AREAS

Quality Standards for
Hospitals

Quality Standards for
Radiology Diagnostics

Quality Standards for
Lab Diagnostics

Hospital Design
Review

The cases below show ways clients improved their operations and services based on IFC IQ-Healthcare assessments and recommendations:

CASE #1: HOSPITALS PROGRESSED ON QUALITY JOURNEY

Most clients with reassessment demonstrated strong progress in compliance scores in implementation of IFC recommendations. Select achievements include:

- Newly employed pharmaceutical head led major reorganization of medical management system
- Tailored low-cost solution that greatly improved high-risk sterilization unit layout, flow and processes
- First in the country to introduce patient identification with ID bands and bar codes

CASE #2: RADIOLOGY CHAIN ACHIEVED INTERNATIONAL STANDARDS

- Formed team of quality champions in radiology unit
- Revised and enacted updated policies and procedures
- Became the first radiology chain in the region to achieve accreditation by the American College of Radiology (ACR) for nuclear medicine, ultrasound, and CAT scan two years after the initial assessment

CASE #3: LABORATORY PRACTICES STRENGTHENED

- Quality management systems greatly enhanced by improved reporting and investigation of lab incidents
- Significant improvement in turnaround times for critical testing
- Developed and implemented quality manual following international standards
- Empowered staff to take lead on quality and safety efforts to prepare for accreditation

CASE #4: HOSPITAL DESIGN REVIEW REDUCED INFRASTRUCTURE RISKS

- Streamlined circulations between non-restricted and restricted areas in the operating theater
- Optimized medication preparation area
- Improved layout of Central Sterilization Supply Department to decrease risk of cross-contamination
- Adjusted sterilizers capacity to match needs of operating theaters and procedure rooms

WHY IFC

IFC fosters best practices in healthcare and life sciences, promotes the deployment of innovative technologies, and advancement of quality care. Our institution also participates in several public-private partnerships and has an active portfolio of \$2 billion in emerging market healthcare companies.

Through these investments, **IFC helps private providers meet the soaring demand for healthcare** and supports governments in reaching Universal Health Coverage by 2030.

IFC offers the key ingredients required for accelerated value creation – **tailored for healthcare companies in emerging economies.**

IFC Solutions

Capital Growth

Tailored Financial Package

Reputation Management

Ethical Principals in Healthcare

International Quality Standards

IFC IQ-Healthcare Program

Operational Excellence

Healthcare Benchmarking

Digital Transformation

DigiHealth and DigiPharma

The IFC Advantage

- Exemplary understanding of challenges in emerging markets
- Strong practical expertise and global experience
- Cost-effective and results-oriented
- Tailored to the existing level of operations
- Long-term competitive financing



Creating Markets, Creating Opportunities

IFC is the largest multilateral investor in private healthcare in emerging markets. IFC supports private healthcare and life sciences companies in over 57 countries, treating over 44.8 million patients.

Contact Us

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IFC IQ-Healthcare program is implemented in partnership with the governments of Norway, the Netherlands, and Japan.

