



# Drive Business for Sustainability

The Board of Directors of the Company oversees that the business is being operated in accordance with code of ethics and good corporate governance, including being responsible to community, society, and environment. The Company applies its expertise in business and its corporate social responsibility roles in determining the business strategy, which creates synergy between the business and the society. This approach is in line with the Company's vision and mission to grow its business sustainably. The Company's business strategy includes:

## Sustainability Management Policies and Objectives

### ► Strategies for sustainable development

#### Strategies for sustainable development

- 1) Building brand through relationship with customers, creating impression, satisfaction and bond between the Company and the customers.
- 2) In cooperation with local and overseas partners, creating opportunities to grow the business, building corporate image, and demonstrating potential of, and standard level of medical services provided by, Thai medical service provider to global citizen.
- 3) Creating innovation and development in the business to build common values between the business and the society. Not only providing medical treatments, but the Company also supports and promotes good health among the citizen of all levels and ages.
- 4) Developing the Company's personnel on their academic knowledge and specializations in order to increase efficiency of medical treatments provided to customers and ensure that the services provided are in accordance with the code of ethics.
- 5) Seeking opportunities in investments in order to increase the Company's strengths and continuously generate growth.

### Social Area

- 1) Develop the quality of life of communities and society with caring and sharing.
- 2) Participate in social responsibilities on campaign and health promotion activity and promoting of good hygiene.
- 3) Conduct the business in accordance with the good corporate governance principle with transparent, integrity and ethic including the strict compliance with laws and regulations.

### Environmental Area

- 1) Preserve the environment, supervise the management and disposal of waste including various contaminants by using efficient technology and continuously monitoring to avoid any impact on the environment.
- 2) Promote the conservation of energy, natural resources and the environment for the good quality of life of society.
- 3) Cultivate the consciousness of the Company's personnel to have social and environmental responsibility.

## Managing Impact on Stakeholders in the Business Value Chain

### ► Business Value Chain

#### Primary Activities

in the Company's business operations are as follows:

- 1) Recruiting medical personnel with knowledge, abilities, and expertise in specific fields and professional.
- 2) Procurement of quality medicines, medical supplies, and medical equipment to be a comprehensive treatment center.
- 3) Providing quality and standard treatment services and value every life without discriminating or choosing a group of people.
- 4) Post-treatment services to provide the customers good health and ability to live happily.
- 5) Skill development and maintain human resources to drive the organization towards excellent service.

#### Support Activity

in the Company's business operations are as follows:

- 1) Procurement that is transparent, fair and to obtain quality and standard products and services.
- 2) Technology development to reduce the work process enabling customers to connect and receive convenient and fast and more secure services.
- 3) Innovation in treatment or in taking care of customers to provide customers better quality of life.
- 4) Publicizing and organizing community relation activities to keep society informed and be a channel for communication to the society.



## ► Stakeholder analysis in the business value chain

Stakeholder	Expectation	Response to Expectation
<b>Stakeholders within the organization</b>		
Shareholder and investor	<ul style="list-style-type: none"> <li>✓ Return on investment</li> <li>✓ The Company is prosperous and sustainable</li> <li>✓ Directors, executives, and employees dedicate their knowledge and capabilities to work</li> <li>✓ Treat shareholders fairly</li> </ul>	<ul style="list-style-type: none"> <li>✓ Dividend payment every year</li> <li>✓ Share price continues to grow</li> <li>✓ Good company image</li> <li>✓ Treat shareholders equally</li> <li>✓ Give shareholders the right to express opinions</li> </ul>
Medical personnel and staff	<ul style="list-style-type: none"> <li>✓ Compensation</li> <li>✓ Opportunities and career advancement</li> <li>✓ The Company's stability</li> </ul>	<ul style="list-style-type: none"> <li>✓ Salary, bonus, and welfare</li> <li>✓ Fair promotion consideration</li> <li>✓ Work skills development</li> <li>✓ Safe and fully equipped workplace</li> <li>✓ Stress importance of occupational health and safety and working environment</li> <li>✓ Provide opportunities for employees to meet with executives to clarify the policy and listen to opinions from employees at all levels equally and fairly</li> <li>✓ There is a channel for disclosing important information, rules, and regulations to employees</li> <li>✓ There is a channel for complaints and measures to protect whistleblowers</li> </ul>
<b>Stakeholders outside the organization</b>		
Customer	<ul style="list-style-type: none"> <li>✓ Quality and standard service</li> <li>✓ Service with convenience and speed</li> <li>✓ Fair price</li> <li>✓ Open communication channels to consult and receive complaints</li> </ul>	<ul style="list-style-type: none"> <li>✓ It is a hospital with a variety of specialized doctors</li> <li>✓ Recognized ability to treat complex diseases</li> <li>✓ Provide services at a price accessible by most people</li> <li>✓ Maintain customer confidentiality</li> <li>✓ There is a channel for complaints</li> <li>✓ There is a survey for customers' satisfaction in receiving services</li> <li>✓ Provide knowledge, advice on care, prevention, and treatment to customers and the public</li> </ul>
Business partner	<ul style="list-style-type: none"> <li>✓ ผลตอบแทนการลงทุน</li> </ul>	<ul style="list-style-type: none"> <li>✓ Recruit business partners with talent and business ethics</li> <li>✓ Build good relationship with each other</li> <li>✓ There has been a signed collaboration between the public, private sector, universities to cooperate on businesses such as Thai Airways International Public Company Limited, Chulalongkorn University, and Srinakharinwirot University etc.</li> <li>✓ Comply with trade terms</li> </ul>

Stakeholder	Expectation	Response to Expectation
<b>Stakeholders outside the organization</b>		
Debtor	<ul style="list-style-type: none"> <li>✓ Provide credit for debt repayment</li> <li>✓ Comply with fair trade terms</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide credit for debt repayment</li> <li>✓ Closely monitor debt repayments in accordance with the rules of fair trade. Do not disclose information, publicize, or threaten debtors.</li> </ul>
Creditor	<ul style="list-style-type: none"> <li>✓ Make principal and interest repayments on time</li> <li>✓ Stable financial position</li> <li>✓ Comply with fair trade terms</li> <li>✓ Manage capital appropriately to support the Company's business operations and maintain confidence in creditors</li> </ul>	<ul style="list-style-type: none"> <li>✓ Make principal and interest repayments on time</li> <li>✓ Comply with loan conditions</li> <li>✓ Disclosure accurate and clear information. Arrange meeting with the executives and arrange visit to places of the business.</li> <li>✓ Generate steadily growing income and profit and build trust of creditors</li> </ul>
Trade Partner	<ul style="list-style-type: none"> <li>✓ Comply with correct and fair-trading conditions</li> <li>✓ Promote and support trade partners to operate their business in accordance with the principles of sustainable development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Select quality and ethical trading partners</li> <li>✓ Build good relationship with each other</li> <li>✓ Jointly expand services and customer base, such as THG Hycar etc.</li> <li>✓ Comply with trade terms</li> </ul>
Community	<ul style="list-style-type: none"> <li>✓ Build a large community</li> <li>✓ Maintain hospital standards that does not cause epidemics or negative impact on the community</li> <li>✓ Support public health activities so that people in the community and society enjoy better health and quality of life</li> </ul>	<ul style="list-style-type: none"> <li>✓ Strictly maintain hospital standards according to international principles</li> <li>✓ Organize seminars to campaign and educate the community on good health care</li> <li>✓ Set up check-up and health care units in communities, schools, and temples free of charge</li> <li>✓ Provide the Covid-19 vaccination services.</li> <li>✓ There is a channel to express opinions and suggestions</li> </ul>
Society	<ul style="list-style-type: none"> <li>✓ Quality and standard services</li> <li>✓ Conduct fair business</li> <li>✓ Disclose information truthfully</li> <li>✓ Be socially responsible</li> <li>✓ Cooperate with various organizations to help the society</li> </ul>	<ul style="list-style-type: none"> <li>✓ Use and valuable energy and resources</li> <li>✓ Prepare a plan to reduce greenhouse gas emissions</li> <li>✓ Create and support innovations to improve quality of life</li> <li>✓ Collaborate with government, private sector, and independent groups to help and care for the Covid patients.</li> <li>✓ Promote and support activities that are beneficial to the society</li> </ul>

Stakeholder	Expectation	Response to Expectation
<b>Stakeholders outside the organization</b>		
Competitor	<ul style="list-style-type: none"> <li>✓ Operate within the framework of free and fair competition</li> </ul>	<ul style="list-style-type: none"> <li>✓ Fair Competition</li> <li>✓ Do not seek competitors' confidential information through dishonest means</li> <li>✓ Do not infringe or act unethically against competitors</li> </ul>
Regulator	<ul style="list-style-type: none"> <li>✓ Conduct fair business</li> <li>✓ Comply with rules, laws, and regulations</li> </ul>	<ul style="list-style-type: none"> <li>✓ Comply with the good corporate governance policy</li> <li>✓ Not being prosecuted for unethical conduct</li> <li>✓ No complaints from stakeholders</li> </ul>
Mass media	<ul style="list-style-type: none"> <li>✓ Provide accurate and clear information</li> </ul>	<ul style="list-style-type: none"> <li>✓ It is a hospital with ethics and is recognized to be able to treat complex cases</li> <li>✓ Provide accurate and clear information/news</li> </ul>
Independent organization	<ul style="list-style-type: none"> <li>✓ Conduct business with fairness</li> <li>✓ Provide accurate and clear information</li> </ul>	<ul style="list-style-type: none"> <li>✓ It is a hospital with ethics and is recognized to be able to treat complex cases</li> <li>✓ Provide accurate and clear information.</li> <li>✓ Cooperate with the organization to help society</li> </ul>

## Sustainability Management in Environmental Area

The Company realizes the importance of environment to human living. At the same time, our society has been giving more importance to environmental conservation and the implementation in accordance with the ISO standard ISO 9001: 2015

The Company has established an environmental policy as guidelines for conducting its business operations with exercise of due care and diligence in order to prevent or minimize environmental impact to nearby communities. The Company determines to control both water and air pollution by controlling quantity of wastewater released from building and exhaust from exhaust pipe. In addition, the Company promotes waste segregation and recycle in order to reduce quantity of garbage, the examples of implementation are as follows:



## ► Energy Management

The Company has always been aware of and value energy saving. A working group on energy management was established to plan the energy management operation in accordance with the hospital's energy conservation policy since 2019 with a commitment to continually improve energy efficiency to be a model organization that excels in energy efficiency as an example to both government agencies and private sector. Thonburi Hospital, therefore, engaged an independent consultant in the energy sector from consulting center of Ministry of Finance to advise on energy management in 2020 by performing the followings:



- ✓ Establish a new energy management working group
- ✓ Assess the initial energy management status (Energy Management Matrix: EMM) based on past energy operations
- ✓ Review and amend the energy conservation policy and publicize the policy for acknowledgement
- ✓ Evaluate the potential of energy management
- ✓ Set goals and implement energy efficiency in 2020 equal to 1.5%

### For 2021, measures and goals for continuous energy conservation are set as follows:

- ✓ Organize a training plan and activities to promote energy conservation. More than 1,000 employees were interested and participated in the event.
- ✓ Implementation 4 measures for energy conservation plan with a total investment of 7,545,972 baht.

Item	Measure	Electricity Saving		Percentage of saving	Payback period (Year)
		Kilowatt-hour/year	Baht/year		
1	Change the filling of cooling tower	55,713.60	207,811.73	0.38	5.12
2	Change the propeller of cooling tower	47,916.00	178,726.68	0.33	1.25
3	Light bulb replacement to LED	1,234,290.34	4,607,786.22	8.48	1.12
4	Change the air compressor	45,519.15	169,786.43	0.31	6.48
	<b>Total</b>	<b>1,383,439.09</b>	<b>5,164,111.05</b>	<b>9.50</b>	<b>1.46</b>

## ▶ Water Management

- ✓ Drinking water/water system - the hospital has a plan to check drinking water / water for use according to drinking water standards announced by the Ministry of Public Health and tap water standards according to the announcement of the Department of Health. In addition, coliform testing will be conducted in drinking water service points every 6 months.
- ✓ Effective sewage treatment system and the quality of wastewater is in accordance with the standard of the Pollution Control Department. The sludge circulating pump has been installed from the sedimentation pond into the septic tank and this pump will be turned on once a week and the sediment is pumped once a year to reduce the sediment and wastes to prevent them from the sewage treatment system. There is a schedule of care, maintenance, and quality check of the treated water by the internal department every day, and inspection by outside agencies every 2 months according to the Enhancement and Conservation of National Environmental Quality Act B.E. 2535 (1992) according to the size of type A medical facility. The BOD (Biological Oxygen Demand is the determination of the amount of oxygen used by bacteria to breathe) of the hospital passed all standard criteria.



## ▶ Waste and Pollution Management

- ✓ Green rooftop project of Friend in Need (of "PA") Volunteers Foundation by separating of UHT boxes to build rooftop and educational materials for poor people.
- ✓ Waste separation project to reduce pollution and global warming by providing bin for each type of waste in the areas outside building and parking area to promote the proper disposal of garbage and classifying waste for the safety of collection of the responsible staff.
- ✓ Say No to Plastic Bag Project
- ✓ Stop using foam box for food packing” campaign and to use biodegradable boxes instead and to promote the staffs to bring their own box for purchasing food in hospital’s canteen in replacement of plastic bags.
- ✓ Promoting staffs to reduce wastes by requesting the staffs to bring container such as food carrier instead of plastic bag or foam box and it also promote the staffs to use cloth bag instead of plastic bag by providing cloth bag for reusing and returning.

- ▶ **The Environment Committee has established a group "ENV NETWORK" since 2018, where at least 1 person from every department must apply to be a member of ENV NETWORK. The objective is for all departments to participate in environmental management, as well as to have continuous environmental development.**

## ► Management to reduce Greenhouse Gas

The Company attaches great importance to the problem of climate change and have participated in the “Carbon offset activities expansion project to support the voluntary carbon sector in the country, 9th Year” organized by the Greenhouse Gas Management Organization (Public Organization - TGO) and the Center of Expertise on Environmentally Friendly Business Strategy, Faculty of Environment, Kasetsart University (VGREEN). The Company was selected to be a model for a low-carbon social service business towards carbon neutrality which will estimate the amount of greenhouse gas emissions according to the organization's Carbon Footprint Assessment Guidelines (CFO: Carbon Footprint for Organization) to find ways to reduce greenhouse gas emissions. This includes participating in carbon off-setting activities by acquiring carbon credits from greenhouse gas reduction program to offset the organization's greenhouse gas emissions. The project will begin by March 2022 and the certified information will be disclosed starting from 2023. This will be used as a database to determine the next action plan.



## Social Responsibilities for Sustainable Development's policy

The Company has set policies, business ethics, and guidelines under Good Corporate Governance and Business Ethics Manual, which can be downloaded from <https://www.thg.co.th/storage/ir/downloads/cg-principle/20190912-thg-cg-ethics-th.pdf>. The group has followed the guidelines and taken the following actions:



## ► Fair Business Practice

- 1) THG The group conducts business lawfully and there are no legal actions or disputes that would impact trust in, assets and image of THG.
- 2) The group conducts business that is beneficial to economy, society and environment such as Jin Wellbeing County Project and innovation called “Phuketcare” which develop on the group’s expertise to create economic values and develop society and environment at the same time. This accommodates an aging society, which has become a global problem.
- 3) The group has disclosed information memorandum to stakeholders accurately, equally and promptly and in accordance with rules, conditions, and procedures prescribed by SET and SEC regarding submission of information memorandum by listed companies.

- 4) The group treats stakeholders with fairness, neither taking advantages nor claiming or receiving any benefits unlawfully. Procurement is a department which is prone to corruption. Therefore, the Company has set a procurement policy which is clear and transparent. The guidelines for selection of trade partners are as follows:
  - Prepare register on seller's information upon starting selection process of new seller. No transaction will be performed with any person or juristic person who commits unlawful act.
  - Procurement Department shall consider information on product/service, reliability, before/after sale service, warranty, experience, track records and price prior to proposing to procurement committee for consideration.
  - Prepare quality assessment on seller on a yearly basis from product evaluation form, defect arising from product inspection, and rectification measure proposed by seller upon notification.
- 5) The group treats competitors fairly within the competition framework and shall not dishonestly seek confidential information of competitors.

## ► Health Safety and Hygiene at work

The Board of Directors complies with the laws and the relevant industrial standards relating to pollution prevention and health protection and safety of employees at work and third parties who may receive an impact from the business activities. The Board of Directors focuses on continuous development of occupational health and safety procedures. Samples of implementation on such matter are as follows:

### 1) Safety, Welfare, and Security

The Company managed areas from building structure to adhere to safety standards. It prepared safety system, inspected and monitored the areas. Other matters that were focused including elimination of hazardous chemicals, maintenance of medical tools and equipment, maintenance of electricity and water systems and wastewater treatment to ensure that the systems were ready and sufficient for usage. The systems were examined, maintained, repaired and equipment replacement according to their useful life.



### 2) Emergency Management

The Company practiced group accident plans. It also reviewed natural disaster response plan to be prepared and could systematically respond in any situation.

The Company gives importance to health, safety and hygiene at work. In 2021, there was an incident at work which caused 9 employees due to accidents from a glass cut on the foot, falling off a chair, slipping, falling objects on the foot. The average number of days off was 2 days.



## ► Respect for Human Rights

The Company gives importance to respect for life and human rights which are fundamental for management and development of human resources, including establishing social relations.

Therefore, the Company has a policy to promote respect for basic human rights and equality without discrimination and division with respect of nationality, race, gender, religion, political beliefs or any other types of belief, background, assets, origin or status. The Company promotes and gives opportunities to its employees to express opinion or file complaints relating to violation of human rights such as:

- The management and employees of the Company consist of both women and men whose religion beliefs include Buddhism, Christian and Islam. They can work together in harmony without prejudice. Everybody has the opportunity to be promoted based on his/her performance.
- When having receptions for employees on special occasions such as company anniversary, the Company selects food suitable for all religions and always includes vegetarian.
- The Company does not prohibit political participation and exercising of political rights under the laws by all employees at all levels.
- The Company's group has supported the employment of the underprivileged people (the disabled), totaling 9 people.

## ► Fair Treatment of Employees

The Company believes that human resources is the most important factor for business operations which generate values and return to organization. Each of the Company's operations require knowledge, capabilities and devotions, both physically and mentally, in order to achieve goals and objectives.

The Company has established a guideline for employee treatment. The management shall treat the employee fairly and without bias. The employees shall be encouraged and supported in developing their potentials and improving work efficiency. Compliance of ethics shall be promoted among employees and appropriate level of employee welfare shall be provided. The employees shall be treated with sincerity - their opinion should be heard, and suggestions should be given to them as feedback.

In the year 2021, the Company organized the following key activities relating to human resource development:

- 1) Annual health examination for employees by providing a health examination program suitable for age of each employee. The Company also offered health examination programs for employees' families at a special price.
- 2) Employee benefits such as healthcare payments, life and accident insurance, child's tuition fee, other types of monetary support and benefits such as funeral support payments and loan for child's education.
- 3) Trainings useful for employee development including management skills, professional skills and knowledge increase for usage in daily life. Trainings were organized within the organization and by various institutions. The average training hours per person is 12 hours per person per year decreased from the previous year at an average of 23 hours per person per year due to the spread of COVID-19, employees have to take care of more patients.

- 4) Employees had the opportunities to participate in various activities organized by the group, for instance making merit by offering food to monks on religious days, “Happy Father’s Day... With Love” activity, Songkran festival activity, pouring water on the hands of revered elders and asking for blessing activity, and growing plants activity in honor of His Majesty the King etc.
- 5) Taking out Covid-19 insurance policies for employees, executives, and all directors.
- 6) Providing financial support in the form of loans to employees so that the employees could borrow at a low interest rate.
- 7) Employees may file a complaint or notify any suspicious act relating to violation of rights, fraud, illegal acts, and Corporate Governance and Business Ethics Policy to the Audit Committee who are independent directors via email at BOD@thg.co.th or AC@thg.co.th or Internal Audit Unit at IA@thg.co.th for inspection according to prescribed procedures and further proposal to the Board of Directors.

## ► Consumer Responsibilities

- 1) To provide services/products that beneficial to customers in terms of quality and price under appropriate security and technology as well as raising standards continuously. All hospitals in the group present costs of medicines and medical supplies at cashiers. Customers can use their mobile phones to scan QR Code for more details and the costs are also published on the Ministry of Commerce’s website for examination and comparison by customers. Nine out of 16 local hospitals of Thonburi Healthcare Group opened for services in the year 2019 were rated “green” by the Ministry of Commerce for the most affordable medicine pricing. This illustrates transparency and fairness to customers. Those hospitals include Thonburi 2 Hospital, Roi Et - Thonburi Hospital, Kalasin – Thonburi Hospital, Rajthanee Hospital, Phatara - Thonburi Hospital, Sirivej Hospital Chanthaburi, Thonburi-Chumphon Hospital, Nakhon Christian Hospital, and Trangruampat Hospital.
- 2) To comply with terms and conditions which are transparent and equal to customers. In case of inability to comply with, the negotiation shall be made with the customer in advance in order to find solutions and prevent damage.
- 3) To procure customer services system and communication channels. To consult on how to solve the problem and to receive complaints to provide customers with the highest satisfaction and to ensure that customers receive excellent quality service.
- 4) To disclose information about the service in full and on time and do not distort the facts including to maintain a good and substantial relationship.
- 5) To maintain confidentiality of customer information and do not use such information for their own benefit and/or other related persons.
- 6) The Company prepares itself for events of emergency such as preparation in the event of mass casualty incident in order to accommodate 5 patients and above at the same time and preparation in the event of new disease such as COVID 19.
- 7) Hospitals in the group accept return of medicines and give refund to customers in case of drug allergy. Medicines returned by customers will not be reused and be destroyed for consumer safety.

- 8) Promoting health screening unit to the public and activities to provide knowledge by doctors and medical personnel from hospitals within the group to educate people for correct understandings and good health in the long run. During the spread of Covid-19, the Company focused on educating the public through video clips and live on Facebook via the hospital Facebook fan page.
- 9) The hospitals in the group focus to provide “Service by Heart” and conduct survey on satisfaction and develop service standard to assist on communication and to provide information between service provider and patient or its family in order to analyze the information and identify problems and to improve the services to create good impression of customer to come to use the service again. This program has been followed up every month.

Satisfaction rate of IPD patients			Satisfaction rate of OPD patients		
2019	2020	2021*	2019	2020	2021*
90.91	91.722	93.26	88.8	87.96	89.09

\* . In 2021, the satisfaction rate excludes Thonburi Hospital due to the hospital refrain from surveying patient satisfaction during the severe COVID-19 outbreak in order to maintain distance with service users.





THG มีการจัดอบรมทีมพยาบาลที่ดูแลผู้ป่วย ณ สถานที่ฝึกปฏิบัติการพยาบาล ดูแลผู้ป่วย COVID-19

## ► Operations during the Covid-19 pandemic

In 2020-2021, the world had faced the Covid-19 pandemic, affecting people's daily lives and many business sectors. Since January 2020, the Thai government has issued measures and asked for cooperation from public and private sectors to take measures to contain and prevent the spread of the disease, such as social distancing, refraining from leaving home, working from home, and having strict measures for cross-provincial or international travel, required quarantine when traveling abroad etc. These affected a variety of businesses especially those that relied on users or tourists from overseas.

The hospitals under the Company's group have been affected but have dealt with the situation effectively and in a timely manner for the business to operate sustainably. The main aim was for the safety of patients and personnel. An example of the actions is as set out below.

### 1) Preparation of medicines and medical supplies

Due to the pandemic, there has been a shortage of medical supplies such as masks, N95 masks, personal protective equipment (PPE) and alcohol. The Company surveyed the needs of the hospitals within the group and made procurement and planning for proper use to ensure enough supplies for the protection of medical personnel and patients. This has reduced the risk of infection or transmission.



**บริการ Hospitel ภายใต้การดูแลของแพทย์และพยาบาลวิชาชีพ**

**เหมาะสำหรับ**

- เด็ก 3-15 ปี ที่พักร่วมกับผู้ปกครอง
  - อายุ 16- 65 ปี
    - อาหารไม่รุนแรง สามารถดูแลตัวเองได้
    - งดดูแลผู้ป่วยเบาหวานที่ฉีดอินซูลินหรือยาฉีด
    - ไม่มีโรคประจำตัวร้ายแรง
- ผู้ป่วยสามารถใช้สิทธิ์ ประกันสุขภาพตามเงื่อนไขกรมธรรม์  
ประกันสังคม หรือ สิทธิบัตรทอง  
"ไม่เสียค่าใช้จ่ายตามเงื่อนไข Hospitel"



Wifi



3 Meals



AirCon



Medical Service



## 2) Management of space and structural system to reduce the spread of virus

In the first phase of the pandemic, affiliated hospitals made preparation to accommodate patients such as improving ventilation system and adjusting spaces to provide isolation for inpatients at risk of contracting the Covid-19. The outpatients were treated in the area separated from the main building to provide services to high-risk patients and people with respiratory symptoms, which are called ARI clinic (Acute Respiratory Infection clinic). The service process was adapted to reduce exposure, for example, at Thonburi Hospital, a separate drive-in unit was set up to provide medical examination and dispense services for those who had fever, cough, sore throat, without having to sit and wait or use the service in the main building.

In addition, during the first phase of the outbreak, the Company planned to renovate an area and build ICU care unit for patients, if there were a serious pandemic situation, as many hospitals did not have enough medical equipment and ventilators at that time.

## 3) Increase access to Covid-19 testing to help reduce the spread of the disease

worried and wanted to have Covid-19 testing, but the testing was not widely available causing long queues or the testing was limited to risk groups. The Company had introduced a drive-thru testing service at Thonburi 2 Hospital, Thonburi Bamrungmuang Hospital, and Sirivej Chanthaburi Hospital to facilitate customers, reduce exposure and congestion and exposure to large group of people, and obtain test results quickly. If a large group of people could access testing, it would be more likely to find infections. Patients would be aware faster, which helps to prevent and reduce the chances of spreading the infection.

## 4) Prepare cleaning and disinfection measures for the safety of personnel and customers

There is a temperature screening of those who come to use the service. The service process or device have been modified to reduce contacts. The touch points such as elevator buttons, sitting chairs, door handles are cleaned regularly. Areas have been organized to reduce congestion. Gels and alcohol sprays have been installed for disinfection.



**5) Prepare treatment and personnel management plans to reduce risks**

A meeting was held to formulate a treatment plan, training on how to use an anti-infective device, increase in the Covid-19 testing for patients undergoing surgery and grouping of personnel to reduce the risk of infection. Spacing is created for interactions between departments and re-arrangement of the dining area for a safe distance.

**6) Personnel care**

The Company has taken care of personnel in terms of safety from the pandemic, such as communication with employees, monitoring the situation, providing guidelines for safe behavior, providing Covid-19 insurance for personnel in the group, special screening for those who work with elderly patients such as Thonburi Burana Hospital. There is a quarantine area and care are provided, particularly for personnel in Ar Yu International Hospital in Myanmar which has a higher degree of the outbreak than in Thailand. In some provincial hospitals of the group, the Company has also taken care of the well-being by subsidizing for food to help affected employees.

**7) Adapt to accommodate changing user needs**

Due to the Covid-19 pandemic, customers have begun to change their behavior, such as reducing unnecessary hospital visits, adapting to become more familiar with the use of online technology. The Company has to provide services to meet the needs of patients such as delivery of medicines by mail for regular patients who could not travel, home visit for vaccination, and the development of telemedicine system to communicate with patients, conduct background check, track symptoms for both Thai and foreign patients who cannot come to see a doctor face to face.





## ► Innovation and Transfer of Innovation Developed Through Operations Responsible for Society, Environment and Stakeholders

The Company supports innovations developed both through internal process and through cooperation between organizations. Not only development of new things through new methods, innovations but also include changes to idea or production in order to create value-added products or services. The objective of innovations is to create changes in a positive way, so that better things shall be created and productivity shall be increased, which shall ultimately result in maximum benefits to the society.

Transfer of innovation is considered a socially responsible activity. The communication and notification to stakeholders for acknowledgement, both directly and indirectly, through various channels of communication, is necessary to ensure that the Company's information shall be distributed to, and shall reach, all stakeholders.

In 2021, the Company organized an innovation competition event to promote and encourage employees in the group to create innovations. There are incentive prizes worth more than Baht 230,000. Employees presented up to 20 projects in the competition, both as teams and as individuals.

In the past, the Company has promoted and encouraged employees to take initiatives and create many innovations, for example:

- 1) Super Safe Blanket which will be used with a large number of health checkup customers in order to feel safe and private for using the service resulting in the convenient and efficiency before using the service and it also reduce the waiting time. The customer has satisfied and this product has been developed to use with other patients in many ways in the hospital and in the treatment OPD room.
- 2) Healthcare of Cancer Patient, the cancer center has organized the healthcare system for cancer patients with personal nurse.
- 3) Knowledge Sharing in Caring of Continuous Patient Group through Home Health Care Channel and at present, it has been expanded to “Scan QR Code” for advice of caring of each patient.
- 4) Eiffel Tower, the urine bag hanging device which will prevent the urine bag to contact the floor. It shall help the patient after operation to have more convenient to perform daily activity and walking exercise. This device has been used in nurse department and rehabilitation center
- 5) Kangaroo Pants has received the innovation award 1st prize in area of nursing the neuropathy patient and patients with urinary catheterization. This pant will help patients to ambulate and prevent hematuria which will reduce UTI. The patients have satisfied and cooperated to do ambulate. This pant has registered the petty patent already.
- 6) Fall Off Shirt has registered the petty patent since January 2014 and it has been used in nurse department.
- 7) Innovation for expansion of lifetime of Board Control Main Power On-Off for Operation, the main power has been removed into the side of device and installed the breaker on-off for using easier and there was no request of repairment of lamp for operation in part of Board Control. It has been installed in all operation rooms including sleep lab.
- 8) Miracle Hand, the device to take filter of dialysis liquid core.
- 9) Drug label with other languages, this service has been provided to Myanmar, Cambodian and Chinese patients of OPD and IPD
- 10) Red Blood Cells Rescue Can, it will help adjust the time to keep blood stable from 30 minutes to 8 hours in order to reduce the loss of blood.
- 11) KOL (YUTH): Knowledge Out Lab (Yearly Update Thonburi Hospital), knowledge out lab through intranet which will have accurate result and will reduce the communication through telephone.
- 12) Nutrition Assessment through Food Lab, it will help adjust food to in line with symptom of each patient and medical treatment plan of doctor such as high cholesterol patient, hyperglycemia. It has been evaluated from time to time.
- 13) Nutrisurvey, it will provide knowledge on low cholesterol by using program with patient. It has received the award on research and development of well-being of Thai people with good health of Thai Dietetic Association.
- 14) Nutrition by social media, it has provided knowledge on nutrition and therapeutic nutrition through graphic information in form of easy understanding which is part of health promotion under the name of “Nutrition by Social Media” through visual storytelling cause to exchange knowledge and can apply to daily life.
- 15) Innovation “Phuket Care” for the Aged Society in Future.

King's Prajadhipok Award of 2017 for the local administrative organization that have transparent and promote the participation of people which received by the Phuket Administrative Organization was the announcement of success of the project "Phuket Care" under the project "Sufficiency Health of Ten Thousand Beds Hospital" for supporting and caring of chronic patients in Phuket Province. Phuket Administrative Organization together with Village Health Volunteer of Phuket by having doctors and Public Health Team of Thonburi Healthcare Group Public Company Limited as the service provider of Hospital of Phuket Administrative Organization for more than five years, has been providing the services with well received by the public under the professional standard.

The concept of new management gives the first opportunity for private sector to jointly provide the public health services of Phuket Administrative Organization. The public health services by private hospital at the public place of public sector is the cooperation creatively and energetically for the benefit of the disadvantaged people which creates the aggressive position for health promoting. It has a preliminary health screening and follow up of risk patients and patients in complications including reporting of results to the hospital if sickness occurs of which it will facilitate patients to meet doctor efficiency. This strategy helps to reduce the burden of congestion of public health services of the hospitals in Phuket Province resulting in the doctors and nurses have more time to promote healthcare to the public.

From the lesson learn of the Phuket Care for the Aged Society by using the community-based long term care system whereby the aged people in the service area can submit his or her intention to receive these services from the public health service center of public sector and local administrative organization

that have the integration of information technology system and the system that supports persons in family and community to participate in taking care of such aged people. The local administrative organization will support allowance of aged people, disabled people, compensation of Village Health Volunteer, Healthcare Fund and Rehabilitation Fund according to the laws. For the Ministry of Social Development and Human Security, it will support the budget for the establishment of the aged people fund and welfare of disabled people and disadvantaged people and the national saving fund and for National Health Security Office, it will support the health promotion together with the local administrative organization for the establishment of healthcare fund for community according to Section 39 (2) of the National Health Security Act, B.E. 2545 (2002).

The main mechanism of the capital of community is Village Health Volunteer and temple. School is the spirit center of community and training center for people in family and community to have skills for taking care of the aged people efficiency. The role of the medical team will follow the Phuket care model which is the providing of preliminary health screening, follow up of risk patients and patients in non-communicable disease: NCD. In addition, the community will organize the rehabilitation center and day care center in the community for the bedridden patient during people in family goes for work outside.

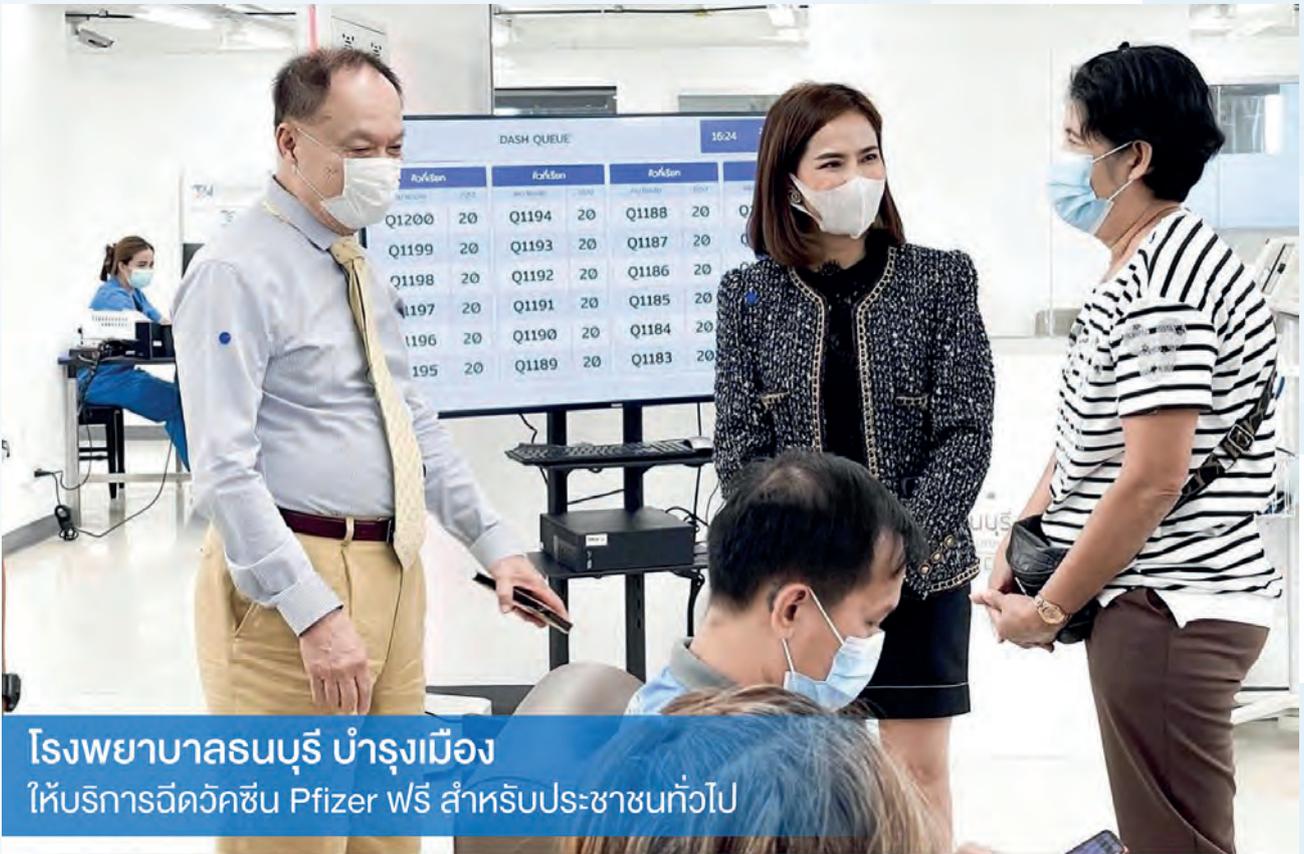
Ten Thousand Beds Hospital of Phuket Model that Thonburi Healthcare Group Public Company Limited (THG) creates innovation with Phuket Administrative Organization where the community can take care chronic patients and disabled people of which it is the light at the end of the tunnel that solve the problem of Thai Society which has to support a lot of budget to take care the aged people in the future.



- Arrange mobile health check-up unit and screening for Covid-19 in vulnerable communities.



- Provide Covid-19 vaccination services to the public, fragile group and those who do not have access to vaccines.



**โรงพยาบาลธนบุรี บำรุงเมือง**  
ให้บริการฉีดวัคซีน Pfizer ฟรี สำหรับประชาชนทั่วไป



- **Support home isolation treatments**

Volunteer project for treating the Covid-19 for 70 years of Lao-Thai friendship. The Embassy of the Lao PDR in Thailand, the Thai-Laos Association for Friendship, and Thonburi Bamrungmuang Hospital sent medical personnel to care for Lao citizens in the capital of Vientiane, Lao PDR, who were infected with the Covid-19 and were being treated by home isolation. In addition, the project "Wan Sang Suk, Channel One 31" handed out survival bags in the hope of preventing the spread of Covid-19 outbreak and resolve it quickly as part of the 70th anniversary of the establishment of diplomatic relations between Thailand and Laos.



- **Blood donation**

The spread of Covid-19 has greatly reduced the number of blood donors and major hospitals across the country declared shortage in blood supply at the same time. The hospital realized that blood donation is essential for healing and saving lives and had organized event for blood donation activities from employees and the public, with measures and guidelines to build trust among blood donors.



- Donate essentials to various agencies to be forwarded to those in need



Dr. Boon Vanasin, the Chairman and executive of the Company donated van to the Drug Research Center, College of Public Health Sciences, Chulalongkorn University to be used in activities of the Drug Research Center.

Thonburi Bamrungmuang Hospital donated medical equipment to care for Covid-19 patients to Roi Et Hospital worth Baht 2,020,200, consisting of 8 aerators with high flow oxygen rate, 2 vital sign monitors and 3 units of oxygen production machine of 10-liter capacity.

