

ASKLEPIOS *ISN'T A* HOSPITAL.

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From top left
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IT'S A HEALTH *CLUB.*

Together

——> **To the benefit of patients for
a future-oriented business model**

Asklepios is known in Germany and further afield for its advanced medicine. However, we are not content to rest on our laurels. For many years, the company has been driving its transformation from an operator of hospitals to an integrated, digital healthcare group. This further development has produced various innovative services that are now part of everyday life for patients. What specific services are these? How do they support patients and other participants in healthcare? And how do they contribute to healthcare that is better networked overall in Germany?

THE ASKLEPIOS APPROACH: PATIENT LIFE CYCLE VALUE



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e outline our modern approach to patient care based on a fictional patient history corresponding more or less to the type encountered daily in the Asklepios hospitals.

1 The illness symptoms

Fourteen-year-old Larissa has been complaining of headaches for some time. Examinations by the ophthalmologist and the ENT specialist reveal do not indicate that anything is amiss. One possible cause, according to the doctors, could be the onset of puberty and an associated growth spurt. However, when regular back pain starts to occur after frequent standing or long school days, Larissa's mother Claudia becomes concerned. Using the samedi app, Claudia arranges an appointment with an orthopaedic specialist for Larissa quickly and easily.

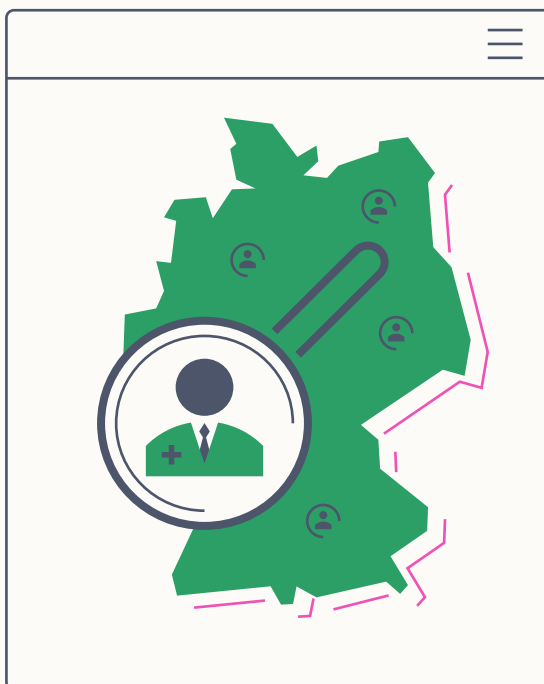


Digital applications such as samedi are at the heart of the Asklepios growth strategy. The digital extension of the value-added chain has been successfully initiated thanks to these types of services and is gaining momentum. Asklepios is also pressing ahead with greater vertical integration across the entire patient treatment cycle: patient-friendly provision of medical services using the samedi app, the digital hospital using the technologically leading hospital information system M-KIS and optimum aftercare provided as part of discharge management using the Care Bridge platform solution.

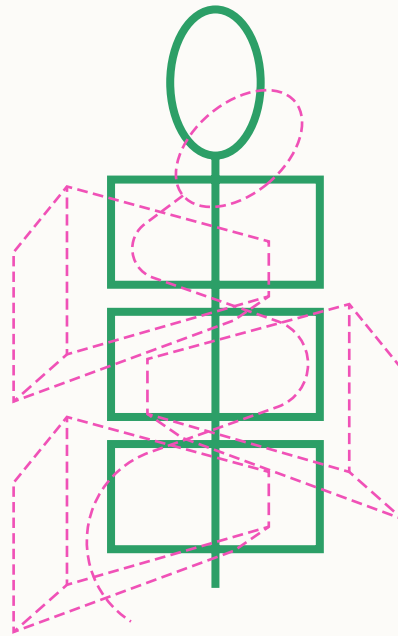


② The specialist search

The orthopaedic specialist examines Larissa thoroughly and diagnoses mild early-stage scoliosis. Scoliosis refers to a three-dimensional lateral deviation of the spinal column. In this case, the vertebrae rotate about their own axis, which can quickly lead to back pain when people are standing or seated for long periods. The growth spurts that occur particularly during puberty can exacerbate scoliosis. Nevertheless, the orthopaedic specialist is confident that Larissa's condition can be successfully treated at her age. He recommends four weeks of rehabilitation at a specialized hospital, to which Larissa and her mother agree. But how to find a suitable hospital? The orthopaedic specialist takes out his tablet and opens the samedi app. The doctor now navigates a list of colleagues and, by selecting the appropriate filters, soon finds suitable experts to treat his patient. There is a wide selection of hospitals from which to choose because there is a network of Asklepios hospitals that offer specialist treatment of scoliosis. Finally, they decide on the Asklepios Katharina-Schroth-Klinik in Bad Sobernheim, which has impressed all three of them. That is because Larissa can receive intensive scoliosis treatment there that is unavailable elsewhere in the world. The pension insurance scheme quickly approves the application for the facility in Rhineland-Pfalz.



In addition to expanding its digital services, the Asklepios hospital group is working every day to deliver the highest standards of medicine to patients. Methods that are unique worldwide, such as the intensive scoliosis treatment in Bad Sobernheim, make it possible to provide patients with the best possible care. To ensure these standards in the long term, Asklepios relies on a closely integrated quality management system. Thanks to modern technologies and processes, Asklepios is one of the quality leaders in the healthcare market.



With regard to the scoliosis, the doctors identified several areas of muscular weakness resulting from the lateral displacement and rotation of the individual sections of the torso.

3 Care in the Asklepios hospital

A couple of days before the start of the stay, Claudia is astonished to find that Larissa is unexpectedly looking forward to the weeks she will spend in hospital. She tells her mother that she has already found all the information about her arrival date via the Instagram channel “asklepiosklinikbadsobenheim”. While reading the FAQs, Larissa paid particular attention to the advice to get to know new people quickly. On arrival at the hospital, Larissa’s details concerning her treatment are recorded by a friendly nurse who is originally from the Philippines, as she explains. As it happens, Larissa makes two new friends on her very first day. Like her, the two girls also have scoliosis. During the days that follow, Larissa enjoys the variety of individual and group sessions. The physiotherapy based on Katharina Schroth’s principles, the occupational therapy, the individual therapy as well as the exercise pools are completely new experiences for her. She is also required to keep up with her school work during the four-week stay. With the classes for patients designed to bridge the gap, the young students need not worry about falling behind her normal school work at home. With her new friends, Larissa often finds it difficult to decide whether they should spend their free time in the craft room, playing beach volleyball or swimming. Larissa had been worried beforehand about having to wear a corset. However, the experts here made certain that the corset specially designed by Sanomed Orthopädietechnik was a perfect fit. Naturally, wearing it is not particularly comfortable, but nobody in the hospital is left to suffer on their own. The fact that the young people can share their experiences contributes to their acceptance of the corset and the therapy.



The expertise at Asklepios is not only reflected by the Sanomed orthopaedic technology in Bad Sobernheim – this strategy of excellence is put into practice by our workforce of approximately 49,000 employees across all locations. After all, the sustainable growth trajectory at Asklepios is founded on a strong organisation with proven implementation strength and operational excellence. To safeguard the performance of our hospitals in the long term, for example, Asklepios also recruits and qualifies specialist staff from other countries such as the Philippines. Together, we ensure that our patients will also receive the best possible care in the future.



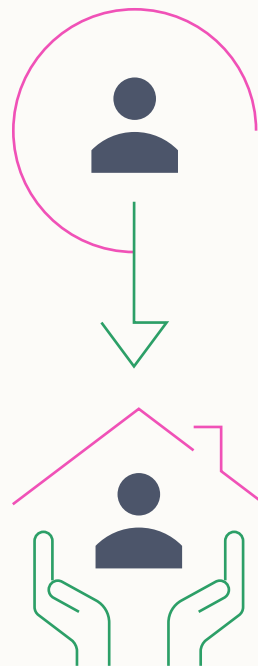
4 Discharging and aftercare

The time spent in Bad Sobernheim passes more quickly than expected for the fourteen-year-old. Larissa talks about the individual patient exercises and explains what she must now pay particular attention to in her everyday life. The Time4Schroth app – a physiotherapy app developed specially by the hospital in Bad Sobernheim – provides Larissa with helpful support when it comes to doing the exercises at home. The programme of regular training will halt the long-term effects of the scoliosis.

In addition, Larissa will now also attend regular physiotherapy sessions. Asklepios trains outpatient physiotherapists in the treatment methods of Katharina Schroth and therefore operates a nationwide network for the provision of post-discharge further care. Naturally, the choice of physiotherapist is up to Larissa and her mother, who are provided with all relevant information.

Next year, Larissa may have to return to Bad Sobernheim for a couple of weeks. However, this is of no concern to Larissa since she is now very familiar with the set-up there. Of course, Claudia is proud of her daughter, who is coping so well with her scoliosis. The mother is grateful that Larissa was in such good hands at the Asklepios Katharina-Schroth-Klinik in Bad Sobernheim – and that all procedures and appointments were arranged so smoothly.

Asklepios will continue to work hard to deliver ultra-modern medical care to its patients before, during and after a hospital stay. The Care-Bridge platform developed by Asklepios to provide continued support after an in-patient spell in hospital will be further established in the healthcare facilities. For this purpose, we want to collaborate even more closely with other stakeholders in the healthcare sector – for the benefit of patients.



MY COLLEAGUES HAVE BECOME MY SECOND FAMILY.



Asklepios is not just countering the shortage in qualified staff with additional nursing schools. The company is also recruiting qualified nursing staff from abroad, who are very keen to work in Germany.

WORKING WHERE OTHERS SPEND THEIR HOLIDAYS.

The neurological hospital in the Hessian spa town of Bad Salzhausen is idyllically situated in natural surroundings between the Vogelsberg and Wetterau areas. Asklepios employees approximately 450 people here. Almost 40 of these are nurses from the Philippines. [Irish Mae Balanon](#) (27), [Florezcel Abelanis Mendoza](#) (27), and [Mark Jovith Pagulayan](#) (28) have also left their home country and discovered a new home here at Asklepios, as they explain during a conversation.

Ms Balanon, Mr Mendoza, Mr Pagulayan – all of you speak fluent German. When did you learn the language?

[Pagulayan](#) We attended a German course for five hours every day over a period of eight months in the Philippines. Asklepios arranged that for us. During this time, we also took professional examinations, had our documents translated and applied for the visa.

How long did this preparation phase last before you could get started?

[Balanon](#) It took around eleven months. It was relatively quick. I think that is because Asklepios is very well organised. Friends of mine had to wait more than two years with other employers.

How did the contact with Asklepios come about?

[Balanon](#) After qualifying and completing some initial work experience, I really wanted to work abroad, ideally in Germany. I sent my curriculum vitae to the Philippine Overseas Employment

Administration. I was then informed that Asklepios wished to invite me to a Skype interview.

Why did you choose Germany and Asklepios?

[Mendoza](#) I was looking at Australia and Germany. After doing some research, I discovered that there are more opportunities here.

[Pagulayan](#) Asklepios was also attractive in that it was already providing us with financial support during the preparation phase. Not all employers offer this.

How did you feel when everything finally came together?

[Balanon](#) I was very happy and highly motivated. I had found my dream job and was on the way to the place where I dreamed of living and working.

[Mendoza](#) I was very excited and very nervous about what was waiting for me. And I was also looking forward to earning more money.

So, the higher wages were certainly an important factor in your decision?

[Pagulayan](#) Yes, we are much better paid here than in the Philippines and can use the money to help our families. That is very important to all of us.

[Balanon](#) The working conditions are also better here. Back home in the Philippines, we had to work for 16 hours a day. We had only five days of holidays per year. And you couldn't call in sick



At Asklepios, I can continuously improve my knowledge and skills.



/ [Irish Mae Balanon](#), 27 years of age, with a bachelor's degree in nursing, working in Bad Salzhausen since December 2018, in the early rehabilitation area



Asklepios was already supporting us financially during the preparation phase in the Philippines.



Mark Jovith Pagulayan,
28 years of age, with a bachelor's degree in nursing, working in Bad Salzhausen since June 2019, in the early rehabilitation area



We all feel very much at home here.



Florezcel Abelanés Mendoza,
27 years of age, with a bachelor's degree in nursing, working in Germany since July 2018, in the intensive care area

because there was no-one to take your place. I had to go to work even if I had a fever.

How was your arrival in Germany?

Pagulayan I was collected at the airport and driven to the new training centre in Darmstadt. I stayed there for a month because I still had to complete my oral examination.

Balanon I remember a long and exciting journey. When we arrived in Frankfurt, we were shown around the city to begin with. We went out for dinner in the evening – to an Asian restaurant. (laughs)

How was the initial period at the hospital in Bad Salzhausen?

Mendoza I was a little nervous when I arrived. I had this image of loud, aggressive Germans in my head. Fortunately, I was completely wrong. The people here are all so nice. They are perhaps a little more stressed at times than in the Philippines. (laughs)

Balanon I found it hard in the beginning. I had to get used to the weather, the different culture and especially the food. But my colleagues were very supportive.

Could you see yourself staying here, or do you plan to return home in a couple of years?

Balanon I definitely want to stay! I think it's great that I can undergo further training at Asklepios to continuously improve my knowledge and skills. For example, I will soon take a course in surgical positioning of patients.

Mendoza I think everyone wants to stay. It is a dream come true for all of us. We all feel very much at home here. This year, I received a place in the specialist course in intensive care and anaesthesia – I am very proud of that.

What have you experienced apart from your work? What do you do in your free time?

Pagulayan In the summer, we had a big summer party. I really enjoyed that. We sometimes also visited the bathing lake during the summer or met for barbecues in the evenings.

Mendoza Last winter, I saw snow for the first time! We went sledding with colleagues, and I made a small snowman. There are many other Filipinos here, but I also have German friends.

Balanon I'm looking forward to celebrating Women's Carnival Day again soon with my colleagues. We had such fun last year.

So, there is a strong sense of cohesion among the colleagues?

Mendoza Yes, absolutely. Irish and I both live in a shared apartment in Nidda, which means we can save money for our families. However, Nidda is five kilometres away, and there is no public transport. Our colleagues pick us up and drive us back home. They always tell us that we just need to let them know. They are very kind.

Balanon Thanks to my colleagues, I have never felt like I am away from home. They have become my second family. I no longer feel homesick.

THE PATH TO GERMANY

The shortage of qualified staff in Germany cannot be overcome without the help of qualified nurses from abroad. However, bureaucratic hurdles remain high, and it takes a long time to secure recognition of professional qualifications. The waiting time for a visa can take several months.

A Filipino qualified nurse will generally have completed four years of university studies and achieved a bachelor's degree. The degree is either recognised directly, or a professional examination must be completed. This is decided by the German authorities. Possible criteria include professional experience or the field of activity.