Overview of Life Healthcare
More about the Life Healthcare Group
Our South African operations

Life Healthcare

Acute facilities

Inland

Life Rehabilitation

Coastal

Life Mental Health

Life Renal Dialysis

Healthcare services

Life Occupational Health & Careways

Life Esidimeni

Life College of Learning
Life Healthcare is a leading private hospital operator in South Africa and primarily serves the market for privately insured individuals, representing approximately eight million people.

- Our group provides mainly acute care, high technology private hospital services.

- Our diversified South African healthcare business is organised into two divisions:
  - Healthcare services division
  - Hospital division
Our South African operations

Hospital division

Our hospital division provides services primarily to the private medically insured market and includes our core acute care hospital business, comprising general hospital facilities that include intensive care units (ICU’s), high care units (HCU’s), operating theatres, emergency units, maternity units and cardiac units, as well as other specialised facilities. These facilities provide either inpatient or outpatient services in the areas of acute rehabilitation, chronic renal dialysis, mental healthcare services and radiation and chemotherapy oncology.

Healthcare services division

Our healthcare services includes the provision of acute and long term chronic hospitalisation services to state patients through Life Esidimeni, as well as the provision of primary and occupational healthcare and employee wellness services to employer groups in commerce, industry and mining.
Between 1 000 and 1 200 students are enrolled at the Life College of Learning, which is accredited as a higher education institution. Our college offers tertiary academic diplomas and certificated nursing courses. In addition, it provides training courses to upgrade practical nursing and service standards and to improve clinical skills and provide education for service.

Life Healthcare views the Life College of Learning both as a responsible social investment in South Africa and as a strategy for addressing our own and the country’s needs for skilled nursing personnel.

Life Healthcare’s purpose of making life better and its group values of:
• passion for people;
• performance pride;
• personal care;
• lifetime partnerships; and
• quality excellence
forms the foundation on which the College has built its own philosophy.
Life Healthcare Group four strategic pillars

- Growth
  Grow our South African business and diversify our earnings through international business expansion

- Efficiency
  Deliver cost effective care through efficient business processes and optimal resource utilisation

- Quality
  Deliver market leading quality of care across our service offering

- Sustainability
  Effectively engage with our stakeholders to ensure our long term sustainability
Life Healthcare nursing vision

We aim to create the best patient experience by supporting patients with gentle, thoughtful care and compassionate nursing practices

Life Healthcare nursing mission

We work as teams and support one another in fulfilling our purpose and delivering compassionate, thoughtful care to our patients – placing our patients at the centre of care
Nursing approach

As a patient centric organisation
We aim to create the **best patient experience** by supporting patients with **gentle, thoughtful care** and **compassionate nursing practices**

**Guiding principles for nursing**

- Quality care and patient safety are key principles
- The patient and practice environment promote healing
- Technology is used to maximise the time of the nurse at the bedside
- The competence of all categories of nurses are driven by standardised induction, risk based CPDs and short learning programmes.
Life Healthcare nursing values

We believe in providing world class nursing care by:

1. Focusing on the personal needs of our patients and their families
2. Delivering excellent clinical care
3. Providing our students with the best clinical support
4. Trusting and encouraging one another as colleagues
We continuously deliver excellence – making a positive difference in our wards, in the nursing teams, in our facilities and our company.

- We render thoughtful patient care in a clean and welcoming environment
- We create a positive practice environment
- Competent and well-trained nurses are visible in our hospitals
- We demonstrate a positive attitude towards patients

Life Healthcare

Making life better
Our commitment to CARE

Our smile is our welcome
Thoughtful care is our commitment
How we leave patients feeling after their hospital experience is our legacy
Our commitment to CARE

In our commitment to providing high quality care and personal attention we promise to:

- Greet our patients courteously – with a smile
- Treat our patients with dignity, respect and without prejudice
- Provide patients with a safe, clean and organised facility
- Be sensitive to patients’ physical, emotional and psychological needs
- Listen and address, to the best of our ability, any concerns that patients may have
Thank you