

FRESENIUS MEDICAL CARE

Creating a Future Worth Living for Patients through Innovation and Care

Every 0.6 seconds, a patient somewhere in the world starts a Fresenius Medical Care dialysis treatment. This treatment uses modern technology to replace some of the kidneys' vital functions in people whose kidneys are failing them.

As the world's leading provider of products and services for individuals with renal diseases, Fresenius Medical Care provides dialysis care to patients around the world.

Continuously investing in research and development to provide innovative, high-quality dialysis therapies, the company and its people are driven by the singular vision of creating a future worth living, for patients, worldwide, every day.

One in two dialysis machines made worldwide is manufactured by Fresenius Medical Care.

With a presence in around 150 countries, the company partners with governments and healthcare professionals worldwide, reacting to fast-changing healthcare needs in an agile way, ensuring it can continue to deliver on its vision.

FRESENIUS MEDICAL CARE IN SINGAPORE

Fresenius Medical Care began its operation in Singapore in 1997 to provide advanced dialysis products and services. Under its service provider business, Fresenius Kidney Care, the company is now the largest private provider of dialysis treatments in the country.

Approximately 380 employees care for more than 1,800 patients across a network of 33 dialysis clinics and home dialysis programs.

Over the last 24 years, the company has focused on creating advances in dialysis care that benefit patients in Singapore. For instance, it pioneered the use of single-use dialyzers in the country. This is important because it means that dialyzers are not reused after treatments, which helps to reduce the risk of blood-borne infection and avoids chemical cleansing agents from entering the patient's bloodstream, further supporting patient safety.

Fresenius Kidney Care clinics in Singapore are benchmarked internationally, having achieved accreditation by the leading international accreditation agency, The Australian Council on Healthcare Standards International. This provides government, healthcare professionals and patients with confidence in the excellence of care provided in the company's clinics.

Fresenius Medical Care Singapore values and invests in its experienced and professional clinic staff, offering quality, systematic training for new nurses, as well as regular refresher training

and workshops focussing on new techniques and knowledge-building. This robust training framework guarantees nurses and clinical technicians are well-equipped to provide best-practice care for patients.

Every advance in dialysis therapy makes a difference in the lives of dialysis patients, and also contributes to better treatment outcomes, which can help to reduce costs for healthcare systems. For example, the company has made HighVolume Hemodiafiltration (HighVolumeHDF) therapy available in Singapore – a therapy that can help reduce all-cause mortality, and more specifically, cardiovascular mortality.^{1,2}

Fresenius Medical Care is committed to finding new and better ways to deliver dialysis and improve health outcomes by providing healthcare professionals with high quality products to help meet the challenges of modern healthcare. As such, the company also offers its critical care portfolio to healthcare professionals in hospital intensive care units across Singapore. This includes providing continuous renal replacement therapy that supports critically ill patients with acute kidney injury, as well as extracorporeal heart and lung therapies used to provide multi-organ support for patients in intensive care units or emergency departments.

RIISING TO THE CHALLENGE

Fresenius Medical Care is dedicated to supporting governments, healthcare



Fresenius Medical Care Singapore organized 'Corporate Social Responsibility Walk and Run' event in 2018 with employees, patients, doctors, families and friends to promote kidney disease awareness.



professionals, patients, and the communities in which it operates. In Singapore, throughout the COVID-19 pandemic, the company partnered with the Ministry of Health and Temasek Foundation to supply products and care at short notice, including dialysis machines, critical care products and consumables. This is a testament to the agility and resilience of their global manufacturing and supply chain operations.

In rising to the challenge, the company leveraged its global network to source in-demand supplies such as Personal Protective Equipment (PPE) for its clinic staff and to bring additional critical care and extracorporeal therapy solutions to Singapore. At the same time, the company sped up its digital transformation to cope with the various challenges of the pandemic.

THE DIGITAL TRANSFORMATION OF HEALTHCARE

Continuous innovations can contribute to improvements in treatment outcomes for patients, empowering them to lead fulfilling lives. The company's proprietary clinical management system, EuCliD, provides valuable big data to further such innovations. Connecting every dialysis machine at its clinics anonymously and in a standardized way, EuCliD allows data comparison on therapy methods and their results, and therefore the ability to focus on those treatments and procedures that lead to better therapeutic outcomes. The system also allows the doctors to use this information to make better treatment decisions.

To enable patients and doctors to make the right decision about their health and treatments, Fresenius Medical Care has launched digital plat-

forms such as the myCompanion App and Doctor App, enabling access to real-time health and treatment data directly via their tablets and smartphones.

Both the myCompanion and Doctor App have been rolled out in selected markets, with Singapore being the first market in the Asia Pacific region to run pilot programs. The myCompanion App pilot for patients commenced in late 2020 and, to date, the app has seen promising adoption, with the number of users consistently on the rise.

Fresenius Medical Care also uses artificial intelligence (AI) technologies and builds data prediction models to better anticipate patients' treatment outcomes, and to design effective interventions in response. Some of the company's data analytics tools are already showing promising results: prompt intervention in response to patient outcome data has contributed to a reduced rate of hospitalization for its dialysis patients in Singapore, a positive outcome for both patients and payers.

Through the knowledge generated by these prediction models, care teams can better understand the possible consequences of patients' conditions and act promptly to minimize the chance of them eventuating.

CONTRIBUTING TO LOCAL COMMUNITIES

In each location where Fresenius Medical Care operates, it forms an active part of the wider community. Working hand-in-hand with local and global health organizations who share its values, the company invests time and resources in programs that promote an

active lifestyle, increase awareness of kidney health, and assist in the prevention and early detection of kidney disease.

To achieve this, the company rolled out its global Corporate Social Responsibility initiative, The Kidney Kid, in Singapore in 2017. Represented by a colourful superhero character, the initiative provides 'edutainment' to children, teaching them about keeping their kidneys healthy in a fun and engaging way. In addition to face-to-face activities, the company has created digital platforms including a game app and a website to reach more children.

To further promote kidney disease awareness, Fresenius Medical Care Singapore works with various local organizations such as the Kidney Dialysis Foundation, National Kidney Foundation and regularly supports events such as World Kidney Day.

LOOKING AHEAD

Looking to the future, Fresenius Medical Care Singapore will continue to provide high-quality care to patients and stay agile to meet evolving healthcare needs.

In line with their global strategy, the company will continue to create a future worth living for chronically and critically ill patients across the renal care continuum by leveraging their core competencies – innovating products, operating outpatient facilities, standardizing medical procedures, and coordinating patients efficiently.

It will continue to introduce innovative solutions for multi-organ support and other critical care solutions, and further enhance its complementary assets through partnerships, investments and acquisitions.

With the trust of its partners, Fresenius Medical Care will find new ways to meet the pressures of growing patient numbers and costs that challenge health systems, while maintaining the highest ethical standards and upholding its social and environmental responsibilities.

References:

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2. Nubé, M.J., et al., *Mortality reduction by post-dilution online-haemodiafiltration: a cause-specific analysis*, *Nephrol Dial Transplant* (2017) 32: 548–555



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