



Media Release

***RafflesHospital* Clinches Top Healthcare Spot in CSISG 2013**

4 April 2014 – *RafflesHospital* has scored the highest Customer Satisfaction ratings in the healthcare sector according to the Customer Satisfaction Index of Singapore (CSISG) survey, administered by the Institute of Service Excellence at Singapore Management University (SMU) in 2013. *RafflesHospital* scored the highest points (73.6) among private and restructured hospitals (Annex A), above the national average score of 70.7 across all industries.

The results were derived from face-to-face interviews with respondents who were surveyed on their consumption experiences and perceptions of *RafflesHospital* between October and December 2013.

Dr Prem Kumar Nair, General Manager of *RafflesHospital*, said: "We are very pleased to have topped the 2013 CSISG results for the healthcare category. This achievement is testimony to the teamwork and cooperation among our staff who have worked hard to create a conducive environment for the comfort and recovery of our patients."

The high level of patient satisfaction can be attributed to the team-based approach in delivering patient care through the multi-disciplinary team of staff doctors, nurses, allied health professionals and healthcare managers. By coming together as one, the medical team at *RafflesHospital* is able to combine their skills, knowledge, and experience for the benefit of the patient.

RafflesHospital has been embarking annually on various improvement initiatives such as renovating and upgrading both the interior and exterior parts of the facility to enhance our patients' overall experience at the hospital. In doing so, patients are able to recuperate in a

warm and comfortable environment that aids their healing and recovering process. There was also increased focus on service quality initiatives such as tracking customer feedback and monitoring the impact of new service offerings.

Dr Nair added: “We recognise that providing consistent and reliable service is an important aspect of customer satisfaction and service excellence. With our commitment to quality and the group practice model of collaborative care, patients can be assured of medical services that are integrated, peer-reviewed and audited. We will also continue to stay relevant to our customers’ needs and stay true to our vision of being their trusted partner for health and providing them with the best total healthcare.”

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RafflesMedicalGroup (SGX: RafflesMG) is a leading integrated private healthcare provider in Singapore and the region.

RafflesMedical clinics form one of the largest network of private family medicine centres in Singapore. We also operate a clinic network in Hong Kong and a medical centre in Shanghai.

RafflesHospital, the flagship of Raffles Medical Group, is a private tertiary hospital located in the heart of Singapore. We offer a wide range of specialist medical and diagnostic services for both inpatients and outpatients. Representing more than 30 disciplines, our team of specialists constitutes a group practice combining sub-specialty expertise and teamwork to ensure optimal, affordable and high quality care for our patients. We also have representative offices in Indonesia, Vietnam, Cambodia, Brunei, Bangladesh and the Russian Far East, as well as associates throughout the Asia-Pacific region.

RafflesDental is a team-based dental group in Singapore comprising of a specialist dental practice at Raffles Hospital and a network of general dental clinics.

RafflesHealthinsurance provides healthcare insurance to corporate and individual clients.

For more information, please refer to our website at www.rafflesmedicalgroup.com.

Annex A

	CSISG 2013
<i>Healthcare Sector</i>	69.9
<i>Private Hospitals Sub-sector</i>	72.2
Raffles Hospital	73.6
Mount Elizabeth	73.0
Mount Alvernia	72.1
Gleneagles	71.6
Parkway East	69.9
Thomson Medical Centre	69.5
<i>Specialised Healthcare</i>	70.2
<i>General Practitioners</i>	69.8
<i>Restructured Hospitals</i>	69.0
Khoo Teck Puat	71.6
National University	69.8
Tan Tock Seng	69.6
KK Women's & Children's	69.1
Changi General	68.2
Singapore General	67.4
Alexandra	66.4
<i>Polyclinics</i>	65.9
Singhealth	66.6
NHG	65.6

Source: Institute of Service Excellence, SMU

(http://www.smu.edu.sg/sites/default/files/smu/news_room/CSISG2013_Q4_Presentation_FINAL.pdf)