OUR COMMITMENT

PASSION FOR PATIENT CARE
Over the years, B. Braun has evolved into one of the world’s leading providers on the global healthcare markets – still entirely family-owned.

Throughout this growth, we have always maintained our focus: people in need.

Committed to the well-being of patients around the globe, we offer high-quality, cost-effective products and healthcare services. We constantly strive to develop, improve and share our expertise together with our partners in the healthcare community for the long-term betterment of patients and their families.
To achieve the goals of quality renal care and best possible patient outcomes, we firmly believe that an integrated, holistic approach that encompasses the entire care process is absolutely essential. This allows us to continuously monitor, analyze and refine each aspect of what it takes to make that process a successful one in every respect.

The expertise we have gained along the way has given us a broad insight on how we can work together with various healthcare partners in the different markets to make renal care as good as it can be. In line with our core beliefs, we live up to current standards and support their continued development, working together with healthcare systems and medical communities in countries around the world. By supporting the development of standards, defining optimal treatment pathways, constantly improving required technology and sharing this expertise with others, we are able to transfer our core beliefs into meaningful outcomes, improving patients’ lives and making their care more efficient.

Going way beyond merely developing and manufacturing medical technology as well as pharmaceuticals, B. Braun provides patients with a complete renal care infrastructure.

With more than 350 renal care centers in more than 30 countries around the world, patients can rely on us for professional dialysis treatments, expert medical advice and counseling, and also for assistance with other important issues such as diet and travel. With this comprehensive system of care, patients can rest assured that both the quality of treatment they receive and their quality of life are properly maintained at the best possible level.
To B. Braun

SHARING EXPERTISE means continuously developing effective solutions through constructive DIALOGS with customers and partners in order to protect HEALTH and sustainably improve people’s lives.

B. BRAUN
A FAMILY COMMITMENT SINCE 1839

Founded in 1839 in Melsungen, Germany, B. Braun is a family-owned company in its sixth generation. It has grown to become one of the world’s leading manufacturers of medical devices and pharmaceutical products as well as a major medical-service provider. In 18 therapy fields, B. Braun employs more than 57,000 people in 62 countries. This success has strengthened our core beliefs. Our strong family values are the driving force behind our long-term vision of the future – a future where commitment and sustainability are more than just words. These values are passed from generation to generation, shared and lived within B. Braun. For us, these values are among our most precious assets. It is what we believe in as family, as responsible members of the community and as citizens of the world.

CORPORATE CITIZENSHIP

An important part of how we see our place in the world is the idea that companies are responsible for more than just their own economic success. To us, this means acting as a good corporate citizen and working for not only economic but also environmental and social goals.

With a multitude of projects designed to strengthen our neighboring communities and communities all around the world, we show how seriously we take our social responsibility. For instance, all our subsidiaries support at least one children’s project as part of our B. Braun for Children initiative – about 180 social and cultural projects in total. We offer young people the chance of a better life, a new home, medical care – the things they need most in their locale and situation.

The main focus is on educational projects. They give children and young people an opportunity to learn for their lifetime.

By helping to develop opportunities, creating new perspectives and increasing awareness of the important challenges we all face together as citizens of the world, B. Braun is working to improve the lives of people all around the globe.

WORKING IN PARTNERSHIP

SHARING EXPERTISE

Anyone seeking to improve human health must first analyze the challenges involved and then meet them head on: knowledge, understanding and know-how must be cultivated, opportunities must be recognized and, with both passion and commitment, effective solutions must be found.

This philosophy unites us at B. Braun. Our motto, Sharing Expertise, is at the core of what drives us; it is how we achieve our goals, what we stand for, what sustains us and how we communicate with our communities.

For us, Sharing Expertise with scientists, engineers, clinicians, caregivers and patients is the best and most efficient way to improve products, processes and the quality of care. By asking questions and working together to develop solutions every single day, we are broadening the boundaries of renal care and making life easier for all those involved.

To B. Braun
Some of the major challenges faced by India today include poverty, environmental concerns, limited resources and, of course, healthcare services for an ever-growing population. The national healthcare system in India is working toward basic coverage for all of its people. At present, in-hospital treatment is free of charge for the poorest patients. However, services provided by private medical practices must be paid for. For many chronically ill patients, the money is just not available. In the states of Andhra Pradesh and Telangana alone, the total population has surpassed 80 million, and the number of people who require regular dialysis treatment increases daily.

PUBLIC-PRIVATE PARTNERSHIP

As a company, B. Braun understands that significant financial and social commitments are necessary to help India on its way to a more sustainable future. Working with representatives from Andhra Pradesh and Telangana, we came to the conclusion that our expertise in the field of dialysis and renal care centers can make a real difference. Through a public-private partnership between the states of Andhra Pradesh, Telangana and B. Braun, a unique network of renal care centers in state-owned hospitals was established that can now offer treatment in a quality setting. A similar program has recently been established with the government of Bihar. For many, this joint initiative will result in longer, better lives.

MADE IN GERMANY

This care, encompassing thousands of patients through more than 250,000 treatment sessions, is made possible in part by B. Braun Dialog dialysis machines with advanced features such as Adimea, along with our complete range of dialyzers and other related products. Other aspects of our treatment concept, including more efficient management, pleasant, air-conditioned rooms and TV entertainment during treatment, also make a real difference in the quality of many patients’ lives.

Being one of the world’s leading healthcare providers is a responsibility we both enjoy and take very seriously. Our goal is to improve the lives of as many patients as possible by providing professional and high-quality renal care, regardless of where the recipients live.
Our aim is clear: we want to provide our patients with the level of care that we would expect for ourselves and our families, loved ones and friends. In this context, patient involvement and education are of utmost importance to us. By giving them comprehensive education, we encourage our patients to take an active role in their treatment.

We understand that this kind of care has to take many different factors into account. Our understanding of care goes beyond delivering professional treatment. At B. Braun, our goal is an individualized, holistic care process that makes a significant difference in the lives of our patients. Our staff is well-trained and our doctors and nurses maintain their specialized expertise through continuous training. We use latest and reliable technology and products as well as standardized processes to optimize treatment and patient well-being. We go on to provide our patients with a comprehensive spectrum of state-of-the-art healthcare services designed to meet their specific needs.

Whether patients are at home, undergoing therapy at their local renal care center or on vacation in another part of the world, they can rest assured that they are in good hands.

**OUR PHILOSOPHY OF CARE**

**PLACING THE PATIENT AT THE CENTER**

Renal care from B. Braun goes beyond the dialysis treatment itself. Putting the patient at the center of our efforts is part of our DNA; we want to help them to meet the challenges they face on a daily basis. Renal failure is a life-changing disease. Over decades of experience, we have developed our knowledge and skills on how to provide the emotional and practical support patients need to lead happier, healthier and ultimately longer lives.
We believe patients should always be actively involved in their treatment. Instead of being passive recipients of care, involved patients can help decide on their courses of action. Rather than fighting a battle with their limitations, they can work to improve their own outcomes. For new patients, a thorough understanding of their condition, how treatment works and which options are available is key. In this phase, prior to the start of dialysis treatment, the renal care team, comprising both nursing staff and doctors, begins a careful process of patient evaluation and education. Patients learn about their condition and its effects on the body and on many other aspects of daily life. They come to understand why treatment is necessary and how it works as well as receiving advice and support on how to manage their lives under these new and challenging circumstances, they become involved in the decisions regarding their treatment.

By sharing our experience and encouraging our patients, we help many of them to regain a measure of control over their lives they once may have believed lost forever.
KidneyWise is an example of our renal health awareness and education activities, currently operated in South Africa under this branding. This long-term project focuses on prevention, early detection and management of chronic kidney disease with the help of clinical and lifestyle interventions. KidneyWise provides valuable information to patients and their loved-ones as well as to primary care doctors and healthcare staff.

With KidneyWise, anyone can learn more about chronic kidney disease and its signs, symptoms and treatment. The aim is to identify persons at risk and promote screening measures for early prevention and diagnosis. To this end, B. Braun collaborates closely with primary care centers and specialists treating patients at risk. Promoting awareness in the primary care sector is vital to ensure early identification of renal patients with the aim of slowing the progression of the disease.

Patients who have been diagnosed with chronic kidney disease are supported through a comprehensive education program that covers the various stages of the disease, methods to maintain kidney function through diet and lifestyle, treatment options and when and where to seek specialized advice.

KidneyWise supports patients in all stages of chronic kidney disease. If dialysis treatment becomes necessary, the program offers comprehensive medical, psychological and practical support, helping patients to cope with the changes dialysis therapy brings to their lives.

Our experience has shown how big a difference KidneyWise can make. With the right education and awareness, chronic kidney disease can be detected much earlier. This gives patients the chance to slow the progression of the disease and the onset of End Stage Renal Disease, where renal replacement therapy becomes the only option. In this case, the knowledge and support patients and caregivers receive can go a long way in improving their quality of life as well as the efficiency and effectiveness of their medical care.
EDUCATION IS KEY
ENCOURAGING PATIENTS TO BE INVOLVED IN THEIR CARE

When confronted with the diagnosis of renal failure and the need for dialysis, patients are faced with a number of life-changing challenges. Education and information are important cornerstones on which to build patient involvement in their own care and decision making. When patients are empowered with knowledge and understanding, they can begin to regain control of their lives.

World-class medical and nursing care are invaluable elements of any therapeutic concept, but for patients adapting to the demands chronic kidney disease places on their lifestyles, holistic support through counseling and education is essential. With the 90-Day Program, B. Braun provides patients and their families with the support they need to get their lives back on track and face the challenges ahead.

The foundation of the 90-Day Program is a set of structured patient education modules embedded in our clinical pathways. The curriculum is designed to guide patients through the most relevant aspects of chronic kidney disease and teach them about strategies for life on hemodialysis. Education modules include important topics such as “How does HD work,” “How to manage your fluids,” “The hemodialysis diet,” “Dialysis modalities” and “Transplantation.” The program is individualized according to the needs of the patient and is delivered during the dialysis sessions by clinical staff.

This comprehensive education program encourages patients to ask questions, leading to a positive interactive exchange of information with the healthcare team. This enables patients to play more active roles in their treatment and to make decisions based on their own priorities, with the clinical experts at B. Braun. The result: patients and their loved ones develop the confidence they need to regain control over their lives and their futures.

OUR PROCESS

| DIAGNOSIS | START OF MEDICAL TREATMENT | PATIENT EDUCATION MODULES | CLINICAL REVIEW | CONTINUING CARE |
To support our patients in all aspects of daily life, B. Braun offers a complete collection of information material as well as services such as travel advice and planning assistance for holiday dialysis.

We know how important information is for patients who are suffering from kidney disease. With information and short videos on topics from kidney function, and management of chronic kidney disease, diet, nutrition and travel, our patients have access to a world of knowledge and experience, put together by leading experts in the field of renal medicine.

We feel it is our responsibility to educate and support our patients through the entire course of their treatment. Here again, sharing expertise is our way.

Our patients can also rely on our high standards of care while away from home – an important prerequisite for enjoying their well-earned holidays. We operate more than 350 renal care centers in more than 30 countries, including popular travel destinations such as Spain (in Tenerife), Turkey, France (with a center in Antibes, southern France), Croatia and Hungary. As most of our centers are situated either in close proximity to or within a hospital, access to a more extensive medical care network is generally possible.

Patients can find information on our extensive network of renal care centers and on our holiday dialysis services on our website. To ensure seamless therapy, our healthcare staff provides planning assistance for dialysis treatments for patients away from home. We aim to support our patients so that they can travel with confidence and the peace of mind to enjoy their holidays as much as possible.
INTEGRATED RENAL CARE – THE HOLISTIC APPROACH

COMPREHENSIVE CARE FOR OUR PATIENTS

Across our network, our patients benefit from early diagnosis, pre-dialysis programs, and the complete range of dialysis therapy modalities. The starting point is always a comprehensive patient assessment and counseling approach, which helps us determine the best treatment option for each individual patient.

Enhancing our patients’ quality of life is our most important goal. To this end, we not only provide medical treatment but also advise our patients on all relevant aspects of life, such as diet or healthy lifestyle.

Since transplantation is a long-held wish of many patients, our renal care centers work closely with local transplantation organizations to ensure that patients who are suitable for a transplant receive the care and support they need prior to and following transplantation.

INTEGRATED RENAL CARE – THE HOLISTIC APPROACH

When most people think of chronic kidney disease, they think of dialysis. However, chronic kidney disease is never isolated; it is always associated with a number of other primary diseases and co-morbidities that all require careful monitoring and treatment. Cardiovascular diseases, diabetes and various other conditions are common in chronic kidney disease patients. This means that effective and efficient care requires a multidisciplinary, holistic approach.

This is why we believe that such an approach must go beyond quality dialysis treatment alone. The management of chronic kidney disease must be expanded to include these co-morbidities to treat the patients holistically, providing them with the care needed for their individual situations. With this holistic view of the patient and our integrated renal care approach, we take renal care one step further, supporting doctors and patients to manage all its implications – an important step for efficient and effective medical care.

MAKING A DIFFERENCE
SEEING PATIENTS IN THEIR ENTIRETY

Optimized renal care requires an integrated approach. B. Braun combines technology, expertise, decades of experience and a worldwide network to go one step further.

Artificial blood purification is a form of therapy that has come a long way over time. Instead of losing all hope, patients can now continue with fairly normal lives. B. Braun offers all services required for high-quality renal care. Nevertheless, we want to do more. We also want to be a helpful, reliable partner and companion to all our patients and their families in all phases of their chronic kidney disease – from initial diagnosis and pre-dialysis care through dialysis and, if possible, all the way to kidney transplantation, not focusing only on the disease but seeing the patient and his co-morbidities in their entirety.

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Well-trained and highly competent doctors and nursing staff are the centerpieces of our care. B. Braun employees work in partnership with patients and their families to provide a standard of care at the forefront of renal medicine.

NEVER STOP LEARNING

To ensure that the level of quality is always maintained at all our centers, B. Braun has designed a specialized training program, the Basics of Renal Care. This program is constantly reviewed and updated to reflect and include the latest developments in medical care, technology and research. It is designed for nursing staff to develop the key clinical skills and know-how necessary to deliver safe and effective care for renal patients.

However, our engagement does not stop with this initial education program.

B. Braun is also committed to the philosophy of continuing professional development. Following completion of the Basics of Renal Care, staff are supported and encouraged in the use of evidence-based clinical care in their everyday practice. This support includes e-learning and college courses as well as attendance at clinical conferences.

COMMITMENT TO A SCIENTIFIC APPROACH

At B. Braun, we follow an evidenced-based, scientific approach to meet the challenges of renal medicine. Our doctors and nurses receive active support to allow them to attend meetings, conferences and seminars where they can present their findings, results and experiences.

This basis, scientific posters exploring various relevant topics on renal care are submitted at international congresses. Adherence to accepted scientific methods helps to ensure that only those results which have gone through respective peer reviews can find their way into clinical practice. Moreover, regular participation in this scientific discourse helps our healthcare staff to keep their knowledge up to date.

KNOWLEDGE IS POWER

WHEN PASSION MEETS COMPETENCE
Since 1995, the Aesculap Academy has been providing quality education and training to doctors, nurses and other medical professionals around the globe. Today, the academy offers a huge selection of courses, seminars and theoretical and hands-on practical training that covers a wide range of medical specialties. To do this, B. Braun works closely with leading experts in various fields of medicine, surgery and dentistry as well as with government agencies to develop effective curricula that reflect the latest developments in theory, practice and standards.

By supporting scientific meetings, conferences and workshops, the Aesculap Academy helps to promote the exchange of knowledge, ideas and research findings at the cutting edge of technology.

An excellent example of how the Aesculap Academy can help improve care is our hemodialysis training in the Philippines. During this 5-week course, registered nurses learn skills they need to provide quality therapy to renal patients.

Since 2007, more than 3,500 nurses have graduated from this course, fully certified to provide and monitor dialysis treatment in the Philippines and other countries around the world.
B. Braun is committed to providing optimal care for our patients. This commitment is central to our philosophy. Because we offer solutions for every aspect of renal care, we believe that B. Braun is in a unique position to maintain a high process quality – in every respect. Of course, a certified quality-management system is an essential element of this holistic concept.

B. Braun complies with, inter alia, the EN ISO 9001:2008 and DIN VDE 0753-4 standards. Our Good Dialysis Practice certification stands for high quality in the industry and calls for standardized workflows and procedures, mandatory training programs for employees, detailed monitoring and open communication throughout the organization.

Our centers undergo regular third-party inspections and audits, including mandatory inspections performed by various government agencies according to local regulations and standards. In addition to these mandatory reviews, we also follow our own stringent system of internal and external audits to ensure that all applicable standards are met.
VALUABLE INSIGHTS
FOR IMPROVED OUTCOMES

No matter how good things are, experience has shown that there is always room for improvement.

Through regularly conducted analysis of our quality of care and surveys of patient satisfaction, we learn how we can improve our therapeutic approach to even better suit the needs of the individuals we serve. The satisfaction surveys cover patient education and information, appointment times, comfort of facilities, dialysis sessions, nursing and related care. The information we gain also helps us identify and adjust for the differences between countries and cultures.

Continuous monitoring of a comprehensive set of medical key performance indicators and adverse events gives us important insights which our professional staff translate into better outcomes. To identify potential for improvement and to implement necessary changes, we have established an ongoing process of exchange within our international network of renal care centers.

Networking at its best – not only a catch phrase for us. At B. Braun, we really mean it.

**CLINICAL GOVERNANCE**

- Clinical Audit
- Education & Training
- Clinical Effectiveness
- Openness
- Evidence-based Approach
- Performance Indicators
- Standardized Processes
- Team Spirit
- Studies
- Internal Audit
- Performance Indicators
- Standardized Processes
- Studies

**Clinical Governance**

- Clinical Audit
- Education & Training
- Clinical Effectiveness
- Openness
- Evidence-based Approach
- Standardized Processes
- Team Spirit
- Studies
- Internal Audit
- Performance Indicators

**Patient Satisfaction: Are you satisfied with the professional care we provide for you?**

- 2007
- 2008
- 2009
- 2010
- 2011
- 2012
- 2013
- 2014
- 2015

- Very satisfied
- Quite satisfied

**Development of Adverse Patient Occurrences (APO)**

- 2013
- 2014
- 2015
- 2016

- Total APO per 1,000 treatments

**Development of Exemplifying Medical Key Performance Indicators**

- 2010
- 2011
- 2012
- 2013
- 2014
- 2015

- eKt/V ≥ 1.2
- HD frequency ≥ 3/wk
- HD time ≥ 12 hrs

28

29
SAFETY MATTERS – NOT ONLY FOR PATIENTS

For us, safety is not a coincidence, a byproduct or an afterthought. Safety is one of our core values. We think of safety not just in terms of the care provided by our doctors and nurses to their patients but also as it relates to the care we provide as a company for our staff.

The occupational health and safety of our staff is of utmost importance to us. To start, we make sure that our staff is well educated, has access to relevant training and to the latest scientific developments. We also go to great lengths to ensure that their work environment is as safe as possible. There are many potential risks at any workplace, and something as small as a needle stick can have devastating consequences.

Our concern for employee safety encompasses many aspects, ranging from workflows to materials provided. In this context, we now use the Diacan Safety, our safety fistula needle, in our renal care centers to protect our staff against needlestick injuries.

BECAUSE WE CARE.

GREEN DIALYSIS
GOING BEYOND PATIENT CARE

At B. Braun, we are well aware of the fact that everything we do has an impact on the environment. Dialysis is by nature a process that requires significant amounts of water and electricity; this will continue to be the case for the foreseeable future. In many parts of the world, both water and electricity are scarce and expensive.

To maintain a sensible balance between the needs of our patients and the sustainability of our limited natural resources, we are constantly working to make the process of dialysis as efficient as it can be. This begins with the design of our manufacturing and production facilities, which are among the most efficient in the world. It continues by getting the most from the process of dialysis itself.

Our modern osmosis and thermal disinfection technology conserves water and electricity and ensures that the water we do use is not unnecessarily polluted with chemical cleaning agents. It is our ongoing mission to achieve the smallest possible environmental footprint.

Our environmental principles focus on saving energy and water as well as reducing waste during daily operations, by raising awareness of the benefits of ecofriendly procedures, and on driving sustainable consumption.

FIVE OBJECTIVES
Patients, their family members, staff and visitors will find stickers within different areas of the renal care facility reminding them to take care of the environment by saving energy and water or reducing waste:

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The Hessian family-owned companies B. Braun and Viessmann have come together for a unique and innovative project: Cross-system thermal energy recovery for renal care centers for a more efficient and energy-saving dialysis.

The engineers of both companies came up with a highly efficient solution. By channeling the system’s warm water through a specially designed heat exchanger, much of the energy can be recovered and transferred to the fresh cold water feed of the system. The result? High energy savings. The system can be incorporated into the design of new renal care centers or added to existing centers as a refurbishment.

The savings are impressive, but there is more to come. By combining this innovative system with solar and other green technologies, we can design renal care centers that actually produce more energy than they consume. Because we do not only care for our patients but also for the environment.
In more than 350 renal care centers, B. Braun treats more than 27,000 patients in more than 30 countries around the world. Additionally, a similar number of non-dialysis patients are treated in our out-patient facilities. All in all, we have more than 750 doctors and 3,500 nursing staff utilizing the latest renal care technology to provide optimal treatments and improve our patients’ well-being.

Yes, no doubt, we are one of the world’s largest renal care providers. However, one thing is for sure – whatever the future may bring, we will never forget whom we serve: our patients.

It’s as simple as this: we have a passion for patient care.