



St John of Jerusalem Eye Hospital Group

Challenges and Achievements

In 2021, the global pandemic continued to affect the universe. The excellent vaccination campaign in Israel including a booster dose, has kept infection rates under control and therefore minimized movement restrictions and disruptions to normal life.

As a result of the vaccination campaign in Israel and to certain extent in the PA areas, the pandemic remained under control and therefore, movement restrictions were also minimal. This has enabled the Group to clear the backlog of surgical cases from last year and respond to the eye health needs of the population we serve. This by all means has been a very productive year and in total we treated **134,574** patients as compared to 107,000 patients last year and 128,000 in 2019. This upward trend in the outpatient activities was also reflected in the number of surgeries performed. In total we performed **6500** major eye surgery as compared to **5700** surgeries performed in 2020 and 2019.

With the increased clinical activities, we continued to provide training and education for all staff including the accomplishment of a number of medical fellowships at various Israeli Institutions.

Patient related income was up by almost **3.3** m Nis and voluntary income was up by almost **£400k** as compared to 2021 annual operational budget.

Measures taken by management resulted in the reduction of the Group's expenditure by almost **3** m nis of which **2.1** m Nis savings were made in payroll cost.

Despite these savings and increased clinical throughput, the Hospital Group has maintained its quality care and ensured safety of its patients and staff. There were three endophthalmitis cases (serious post procedural infection) in 2021 with no other sentinel events. The Malpractice firm was notified of two potential claims.

In many ways, the challenges of 2021 presented management with opportunities as well. We have increased our billing from the Israeli sick funds by **42%**, reached more needy patients, developed our research capabilities, and invested in our workforce. We aim to build on those accomplishments in 2022 and continue to enhance our academic position as well as research and innovation capabilities.

We are extremely proud to be a member of JOIN as part of the worldwide St. John Family as we share the same values. This membership has enabled us to share and exchange knowledge and experiences.

13.5.2022