

# OUR COMMITMENT

## PASSION FOR PATIENT CARE





# 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.

# CHALLENGING THE STANDARDS

## YOUR SYSTEM PARTNER IN RENAL CARE

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 health-care 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.



# 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.



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

## 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.

# INDIA NEW STANDARDS IN RENAL CARE

Over the last several decades, India has undergone a breathtaking transformation, moving from a crisis-ridden developing country to an economic world power. More than 1.2 billion people are the driving force behind this staggering progress. Yet, as anyone who has visited India knows, there is still much to be done.

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 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.

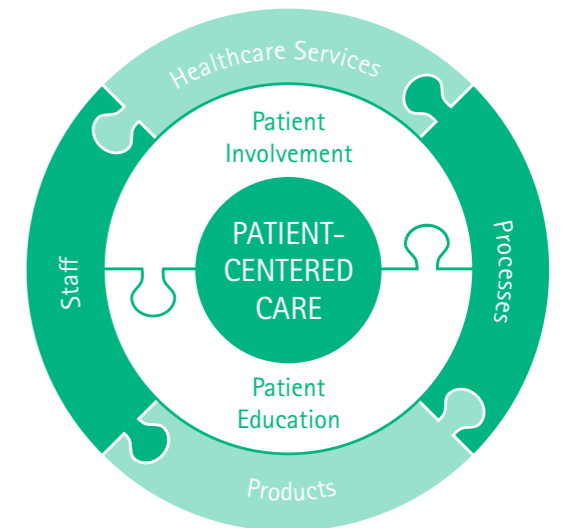
Our aim is clear: we want to provide our patients with the level of care that we would expect for ourselves and our families, loved ones and friends. In this context, patient involvement and education are of utmost importance to us. By giving them comprehensive education, we encourage our patients to 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.

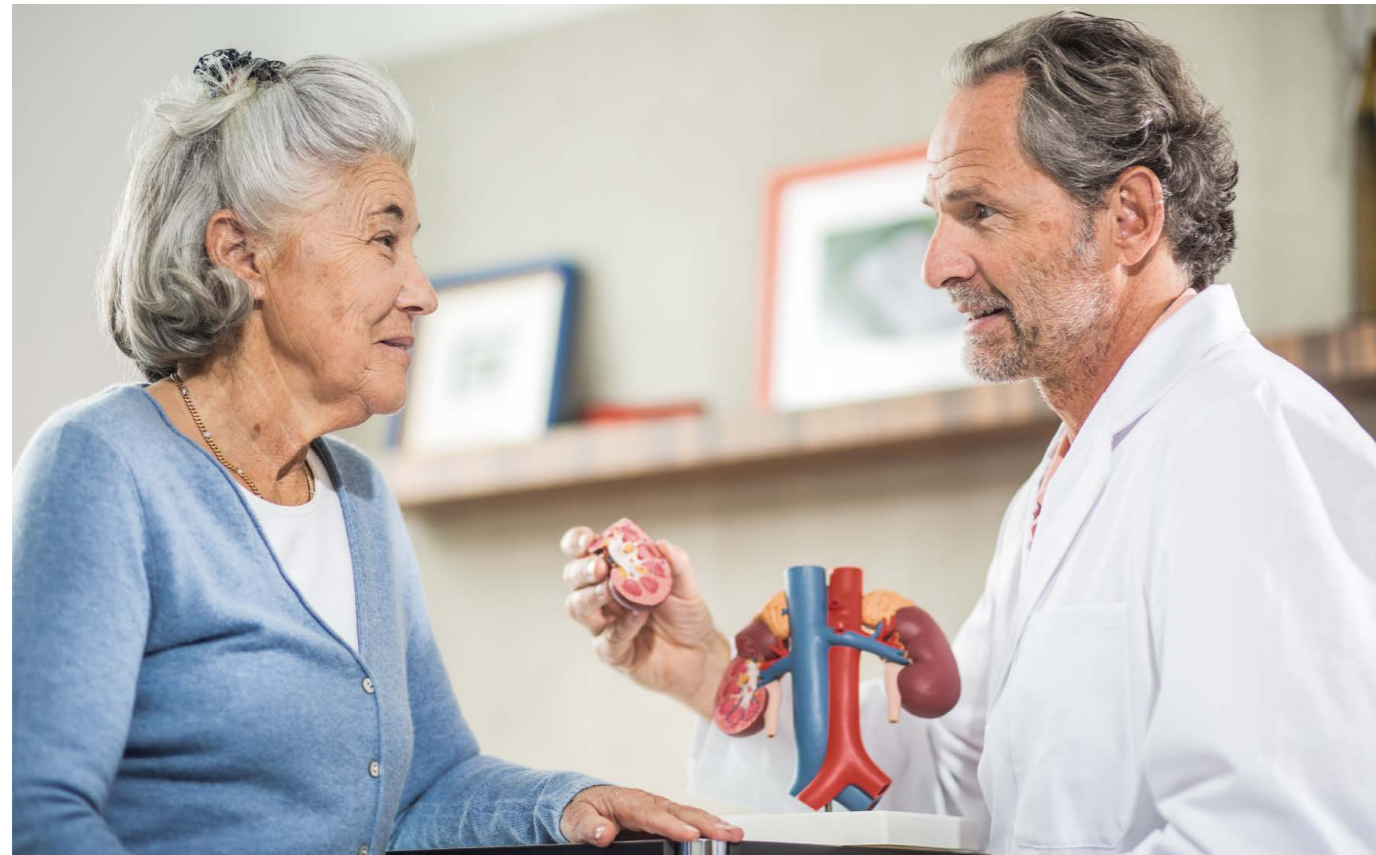
WE WORK IN PARTNERSHIP WITH PATIENTS, THEIR FAMILIES AND THEIR CAREGIVERS TO PROVIDE THE LEVEL OF CARE THAT WE WOULD EXPECT FOR OURSELVES AND OUR FAMILIES, LOVED ONES AND FRIENDS – THE KIND OF CARE IN WHICH THE PATIENT IS AT THE HEART OF EVERYTHING WE DO.



# AN ACTIVE ROLE FOR PATIENTS

## THE IMPORTANCE OF PATIENT INVOLVEMENT

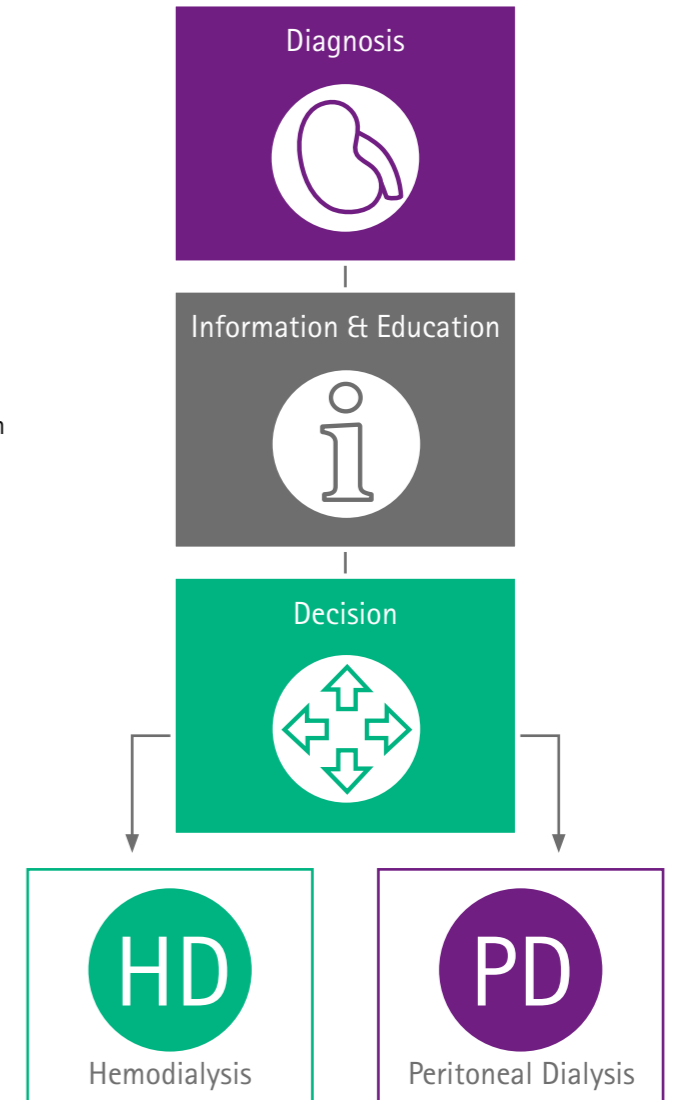
For most patients, self-determination is key to their self-esteem and the most important prerequisite for a high quality of life, as well as for their personal satisfaction. Unfortunately, the far-reaching impact of renal failure on many aspects of their daily routines can give patients the feeling they have lost control. We think it is essential that patients take back that control as soon as possible. To accomplish this, we offer professional counseling and education to encourage patients to be involved in important decisions.



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.



# FIGHTING DISEASE WITH KNOWLEDGE

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.

## KIDNEYWISE

KidneyWise is an extensive awareness program to inform all individuals of the impact of Chronic Kidney Disease and the progression thereof with specific attention to early detection, prevention and management of the disease by means of clinical and lifestyle interventions.

Our goal is to improve and sustain quality of life to benefit communities all over South Africa.





# 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



# SHARING EXPERTISE AT ITS BEST

## INFORMATION & SERVICES TO EASE PATIENTS' LIVES

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.

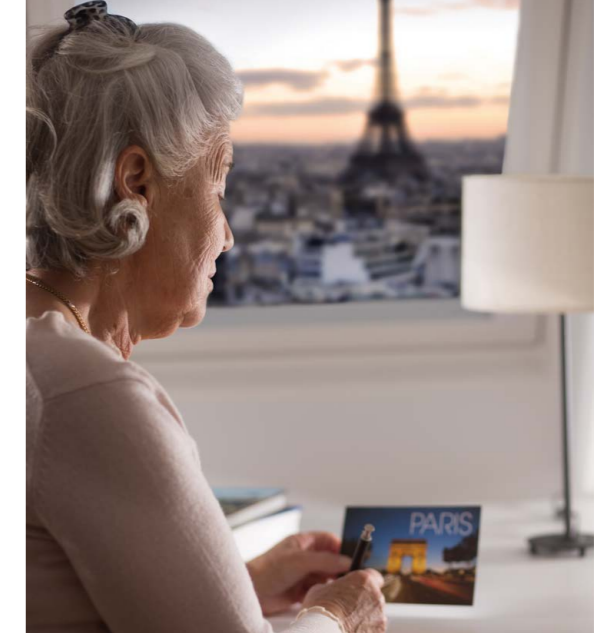
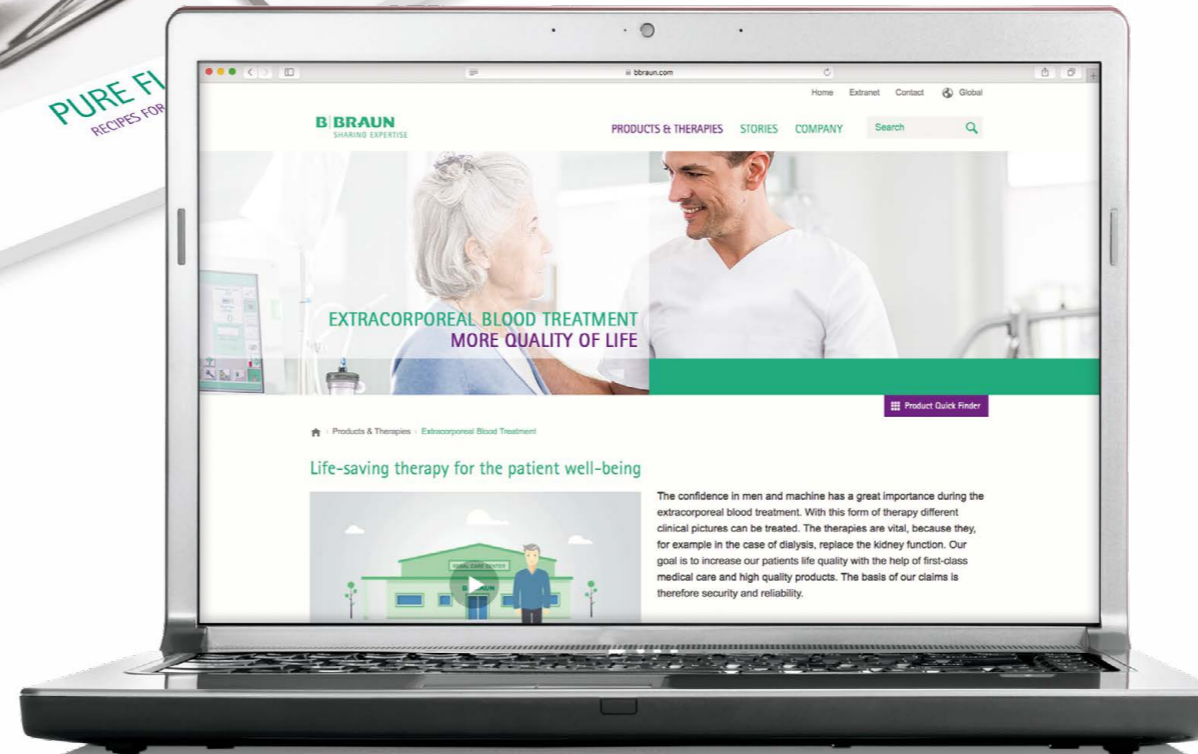
### BEST INFORMED

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.



Scan the QR code and visit our website for recent information.  
[www.bbraun-dialysis.com](http://www.bbraun-dialysis.com)



### HOLIDAY DIALYSIS

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.

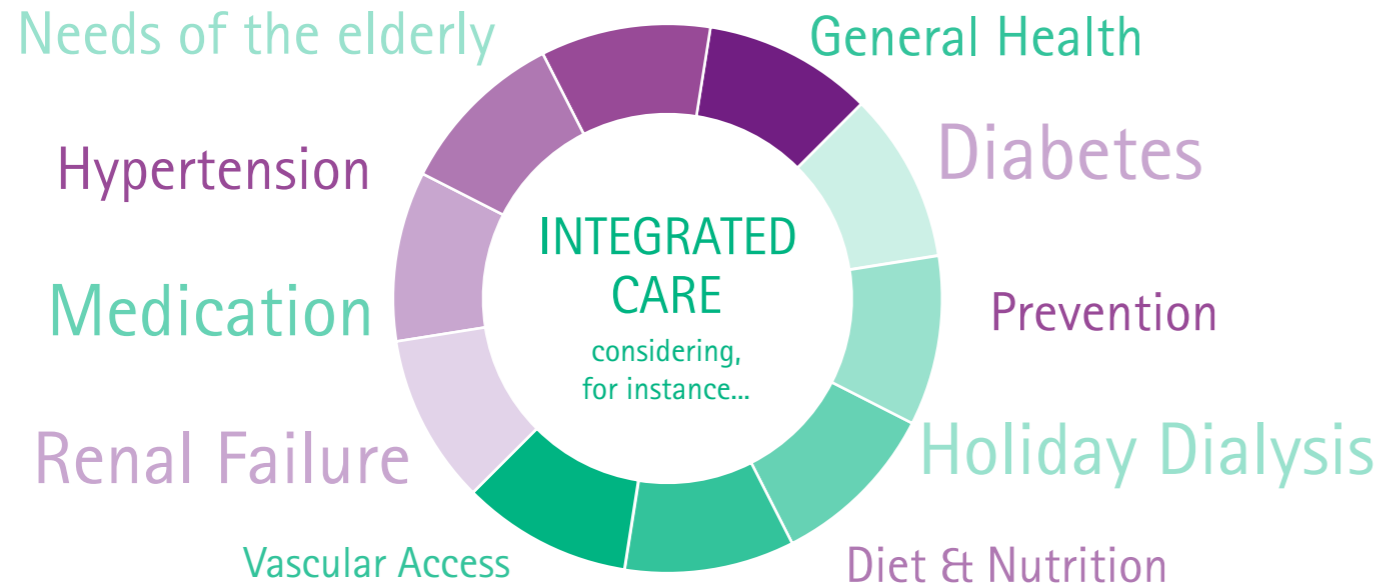
Patients can find information on our extensive network of renal care centers and on our holiday dialysis services on our website. To ensure seamless therapy, our healthcare staff provides planning assistance for dialysis treatments for patients away from home. We aim to support our patients so that they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

# 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.



## 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.

# KNOWLEDGE IS POWER

WHEN PASSION MEETS COMPETENCE

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 health-care staff to keep their knowledge up to date.

### Influence of education upon a choice of the treatment method in pre-dialysis patients

Authors: Karolína Filipová, Michal Dušek, Dialysis center, B. Braun Avitum, Praha - Homolka, Czech Republic

**METHODS**  
In 2011, we created a program of education meetings of health care professionals with the patients in predialysis at our dialysis center. The aim of this program was to ensure higher knowledge in clients with irreversible renal failure and transfer of professional and theoretic information about the treatment possibilities. Before the treatment, the patients are asked to visit group meetings with the staff of our dialysis center with the following topic: „Treatment method choice in predialysis (renal transplantation, peritoneal dialysis, haemodialysis).“ The clients meet with experienced members of our multidisciplinary team consisting of both medicine and non-medicine specialists (head nurse, occupational department nurse, physician, peritoneal nurse, transplantation manager, nutritional therapist, vascular surgeon, psychologist). We describe individual options of renal replacement therapy, their advantages and disadvantages affecting further life that will be closely connected with treatment. We include information using interviews, education materials (literature, booklets). We provide demonstrations (PD material), CAPD exchange, ADP treatment, dialysis monitor, excitation to the dialysis control. Education meetings include meeting with patients treated with one of the methods of renal replacement therapy. This way, experience may be passed directly from practice. The aim of this project is to relieve the patients of fear, doubt, anxiety and uncertainty associated with entering dialysis treatment using direct communication. Provide area for questions, provide responses and explanation in an understandable form. We want to get more information that could positively affect the approach of clients to the chosen treatment method and mainly to their further life with the disease. We build mutual trust between clients and staff at our dialysis center.

**RESULTS**

Year	Total count of included patients	Included PD
2009	29	0
2010	19	1
2011	12	2
2012	23	4
2013	18	8

**CONCLUSION**  
of the treatment method choice, we found increased of patients treated with peritoneal dialysis at our center with this method. Based on this finding, this education way and it supports the optima approach to the therapy main precondition for high quality of life with the disease. the health care specialists who want their patients to be their knowledge and feeling of responsibility for their health.

### Social Care Coordinator at B. Braun Avitum centers

Authors: Lenka Melkusová, Mgr. Michal Dušek  
B. Braun Avitum, Dialysis center, Prague - Homolka, Czech Republic

**Introduction**  
The „Social Care Coordinator“ project is one of the projects of B. Braun Avitum aimed at improvement in the level of care for dialysis patients. There is always a single nurse appointed to the position of social care coordinator at each dialysis center, usually a person who is qualified and interested in this job. The coordinator is involved in the social issues of the clients, in the pre-dialysis center as well as when they are transferred to the chronic dialysis programme. There is very close cooperation with the remaining nursing staff, physicians at the dialysis center and the client's family. Nurse-coordinators have regular, at least annual, refresher courses in the field of social counselling as well as in the area of communication with patients and other staff of the dialysis center. An important part of the project is the sharing of experience between individual coordinators and the possibility of supervision.

**History**  
Our center has been operating since 1990. In 2008 we were included in the network of B. Braun Avitum centers. Based on the area of social care for patients did not have any obligatory framework and there were no staff appointed to focus on these issues. Therefore we have had the opportunity to compare the results of care in the social area before and after introduction of the position of the nurse-coordinator.

**Objectives**  
The task of the coordinator for social care is to actively contribute to the education of the impact of changes in the life of patients in connection with the initiation of the dialysis treatment both in long-term courses, considering the quality of life, compliance with the patient's rights, their self-support, autonomy and social interaction. All of these aspects are fulfilled in cooperation with the entire multi-discipline team participating in the treatment.

**Methods**  
• Continuous education of the social care coordinator (including the awareness of problems and the ability to teach patients and other members of the team)  
• Education of the staff of the dialysis center in the area of social care (daily cooperation, education through seminars during operational meetings at the workplace)  
• Realization of the specific needs of dialysis clients.  
• Offer of services for supporting clients in the area of social care within Prague and the Středočeský region.  
• Mediation of the contact of the client with organizations offering home nursing care - HOME CARE.  
• Care for the environment in which clients spend their time at the dialysis center.

**Conclusion**  
The work of the social care coordinator at the dialysis center demonstrably improves the quality and planning of care for our clients in this non-medical field. This work brings benefit not only to our patients but also to the nurse-coordinator through satisfaction from the results of her work and fulfillment of her professional goals.

# AESCULAP ACADEMY

SHARING EXPERTISE TO BUILD KNOWLEDGE

B. Braun's Aesculap Academy is dedicated to bringing the science and techniques of medical care to healthcare professionals around the world. This center for knowledge and learning is another excellent example of how sharing expertise works to improve the quality of care around the world.



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.



**Hemodialysis Training Program for Nurses**



A five-week course in renal nursing which provides participants basic clinical and technical competencies in providing safe, efficient and effective hemodialysis treatment to patients. Hands-on application of the principles of hemodialysis in an actual dialysis facility completes the course.

AESCULAP ACADEMY  
15th Sun Life Centre, 5th Avenue corner Rizal Drive  
Bonifacio Global City, Taguig City, 1634 Philippines  
Land: 2) 588-5604 | 588-5611 to 12  
www.aesculap-academy-ph.com

## HEMODIALYSIS TRAINING COURSE FOR NURSES IN THE PHILIPPINES

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.

# UNCOMPROMISING PROCESS QUALITY

COMPETENCE LEADING TO CONFIDENCE



Quality does not just happen. You have to work hard for it. For B. Braun, it is an ongoing process, one in which both our own people and external auditors closely examine every aspect of every process, product and service to ensure that it is as good as we can make it.

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.

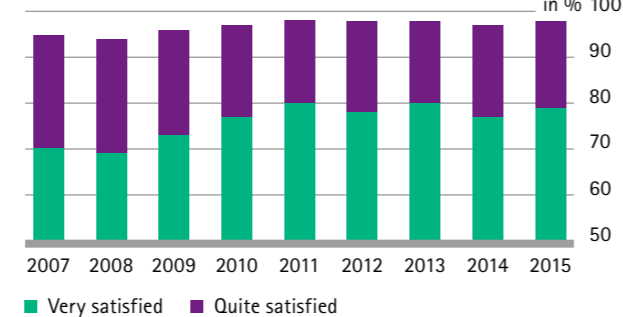
Through regularly conducted analysis of our quality of care and surveys of patient satisfaction, we learn how we can improve our therapeutic approach to even better suit the needs of the individuals we serve. The satisfaction surveys cover patient education and information, appointment times, comfort 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.

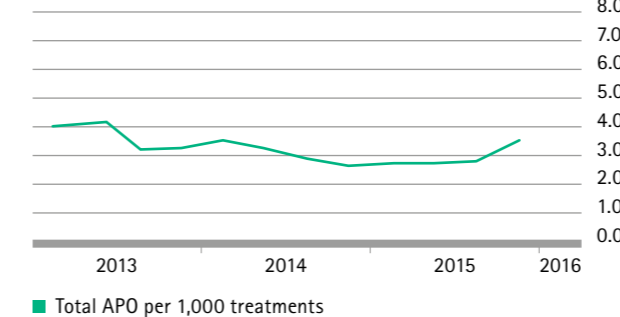
Networking at its best – not only a catch phrase for us. At B. Braun, we really mean it.



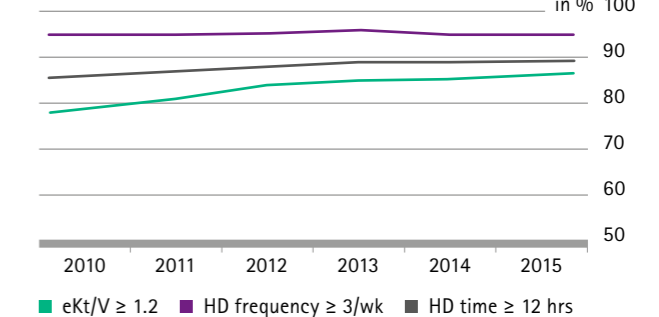
PATIENT SATISFACTION: ARE YOU SATISFIED WITH THE PROFESSIONAL CARE WE PROVIDE FOR YOU? in %



DEVELOPMENT OF ADVERSE PATIENT OCCURRENCES (APO)



DEVELOPMENT OF EXEMPLIFYING MEDICAL KEY PERFORMANCE INDICATORS in %



# 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.

# 3,000,000



The use of the Diacan Safety fistula needle is one example of how we care for our staff's safety.



**300** contaminated needlestick injuries lead to:<sup>1</sup>

**100** hepatitis B infections

**10** hepatitis C infections

**1** HIV infection

<sup>1</sup> Wittmann A, Hofmann F, Kralj N. Needle stick injuries – risk from blood contact in dialysis. *Journal of Renal Care*. 2007;33(2).

<sup>2</sup> Canadian Center for Occupational Health and Safety (CCOHS). Needlestick injuries. 2000. ([www.ccohs.ca/oshanswers/diseases/needlestick\\_injuries.html](http://www.ccohs.ca/oshanswers/diseases/needlestick_injuries.html))

<sup>3</sup> Langgartner J, Audebert F, Schölmerich J, Glück T. Dengue virus infection transmitted by needle stick injury. *J Infect*. 2002 May;44(4):269-270.

<sup>4</sup> Jagger J. *New England Journal of Medicine*. 1988.



# 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.

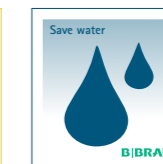
Our modern osmosis and thermal disinfection technology conserves water and electricity and ensures that the water we do use is not unnecessarily polluted with chemical cleaning agents.

It is our ongoing mission to achieve the smallest possible environmental footprint.

## FIVE OBJECTIVES

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.

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:



# MAKING DIALYSIS GREENER

SHARING EXPERTISE WITH VIESSMANN



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.

Patients around the world depend on dialysis. This advanced technology has made great strides over the last decade in terms of patient safety and outcomes. But dialysis still has its drawbacks; it requires a great deal of energy and water. By teaming up with another family-owned Hessian company, Viessmann, B. Braun is making dialysis a greener, more energy-efficient process.

The Viessmann Group is one of the world's leading manufacturers of heating, cooling and renewable energy systems for the public and private sectors. So the engineers at B. Braun approached them with the idea of recovering waste heat from the dialysis process. Instead of just pouring the 37°C (98.6°F) water required for dialysis down the drain, why not recover some of that energy and reuse it centrally for the same purpose?



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.

# A NETWORK OF COMPETENCE

EXPLORING THE WORLD WITH B. BRAUN

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.**

- 62 of more than 350 renal care centers worldwide.
- 45 out of 64 B. Braun locations worldwide.

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



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