



## PARKWAY HEALTH

*Making a Difference Through Excellent Patient Care*

Parkway Health is one of the largest private healthcare providers in Asia. With 17 hospitals and numerous ancillary medical facilities, they are fully equipped to succeed in highly competitive markets. “However,” acknowledges CEO and Managing Director, Dr. Tan See Leng, “we can have the best medical technology and facilities, but patients will not return if service is poor.”

To address this service imperative, the Parkway group adopted Ron Kaufman’s proven *Uplifting Service* program. With these courses deployed in all Singapore facilities, the company has achieved new levels of growth through improved patient and customer care.

### PERSONALIZED PREPARATION

Accommodating Parkway’s complex service ladder, the *Uplifting Service* team employed a multifaceted, multi-level strategy. Senior management participated in a full-day Service Leadership Workshop, department heads and supervisors took part in three Managers Workshops, and specially selected team members became in-house Uplifting Service Leaders. Since the launch, Parkway has received positive comments from patients, and has received awards and recognitions for their excellent healthcare experience.

***“Our Course Leaders are true champions who have an ongoing positive impact, and it is great development for the individual.”***

**SOH SAY LIM**  
Assistant Vice President  
Parkway Health



**CLIENT**  
Parkway Health

**HOLDING COMPANY**  
Parkway Health is a medical group held by IHH Healthcare Berhad Group, the largest hospital group outside of the United States

**PROFILE**  
Based in Singapore, Parkway also has locations in Malaysia, China and Hong Kong, India, Vietnam, and Brunei

**FACILITIES**  
17 hospitals (6 JCI accredited)  
3,400+ licensed beds  
60 medical centers, clinics and ancillary healthcare businesses

**TEAM MEMBERS**  
1,200+ accredited physicians providing over 30 specialities