nexuzhealth

# NEXt Seven

CONNECTING THE DOTS
IN HEALTH TECH
FOR BETTER CARE
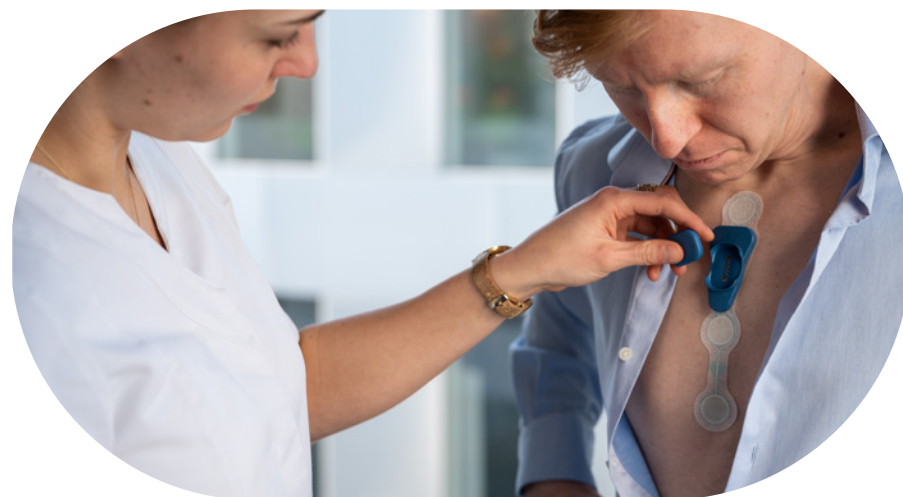
*Telemonitoring* is integrated in the EHR to allow for a secure exchange of the data of patients recovering at home after a procedure. The continuation of the country's largest GoLang project and the adjustments made for the Fast Healthcare Interoperability Resources (FHIR) standard are some of the additional technological innovations of 2023.

**TELEMONITORING IN THE CENTRALISED ELECTRONIC HEALTH RECORD (EHR)**

The *nexuzhealth pro nurse* platform is launched on a small scale. On this platform, home nurses can manage all centralised EHRs quickly, easily and securely.
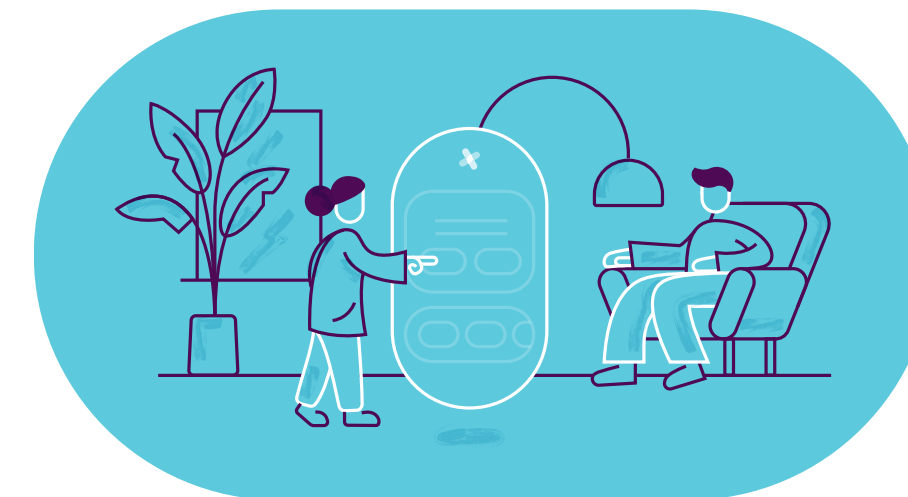


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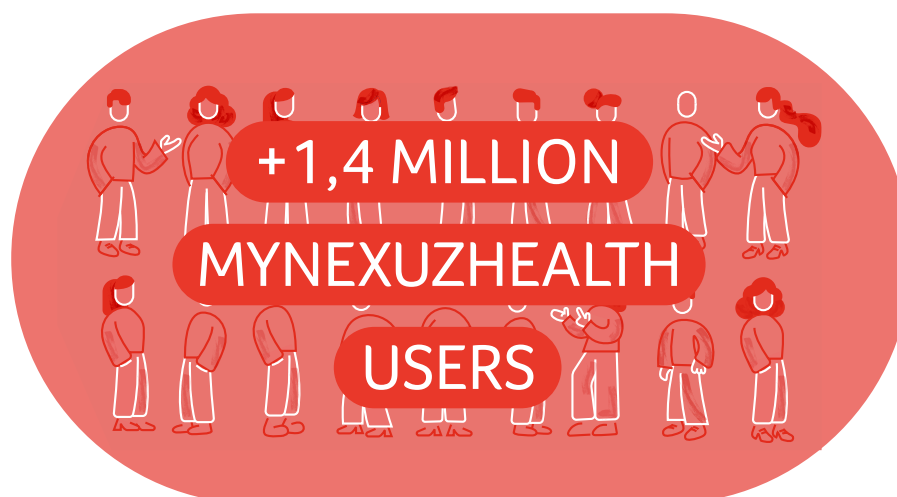
**LAUNCH OF NEXUZHEALTH PRO NURSE**

19/09

21/11



Nexuzhealth's centralised EHR is completely aligned with the future vision of this innovative hospital from Knokke-Heist. Meanwhile, 39 healthcare institutions have already started working with our software.

**AZ ZENO CHOOSES NEXUZHEALTH**



At the nexuzhealth Summit, healthcare institutions, general practitioners and home nurses discuss the future of healthtech. More than 250 members of our community discover our further plans to achieve our vision of "driving digital care, together".

**NEXUZHEALTH SUMMIT**



+1,4 MILLION MYNEXUZHEALTH USERS

Thanks to nexuzhealth, 1.4 million patients have access to their digital health records today. This number will continue to grow as more healthcare institutions and healthcare providers come on board.

**1.4 MILLION PATIENTS ON MYNEXUZHEALTH**

Nexuzhealth celebrates its seventh birthday. A company that was a start-up just a short while ago has swiftly evolved into an ambitious scale-up with significant growth plans.



15/12

**SEVEN YEARS OF NEXUZHEALTH**

31/12

# On to the NEXt Seven

Over the past year, we at nexuzhealth have continued to work together intensively to accomplish our vision of **"healthy people in a healthy society"** using state-of-the-art software. In fact, that's what we do every day: leverage our **technological expertise** to optimise processes and enable better collaboration between different actors in healthcare.

Our know-how may be unique, but our shared **passion** for technology and healthcare is just as important. It is this combination of expertise and passion that also bore fruit in 2023: within one year, the number of mynexuzhealth users grew from 1 million to almost **1.5 million**. Add our 39 healthcare institutions and more than 2,200 general practitioners to that, and it is clear that the nexuzhealth comumity has taken another solid step forward. A result we **can all be proud of**. At the same time, we are looking ahead with a strong dose of **healthy ambition**, ready to further optimise our platforms as well as to serve new actors in the broader healthcare landscape. An example of this is our ambitious new project for laboratories.

With our software and the involvement of our rapidly growing community, we already have the building blocks in place to realise our mission on an ever-increasing scale. In the **NEXt Seven** (or in other words, the next seven years) we will focus on activating **as many healthcare providers and healthcare institutions as possible** from different disciplines within our community. Moreover, we are also looking beyond our **borders** by targeting Brussels and Wallonia at home as well as new, foreign markets.

But while doing all of this, we continue to provide the best service to our current customers. While we pride ourselves on our high **customer satisfaction** levels, we are by no means resting on our laurels. Our continuous efforts to collect customer feedback form the basis for **continuous improvements.**
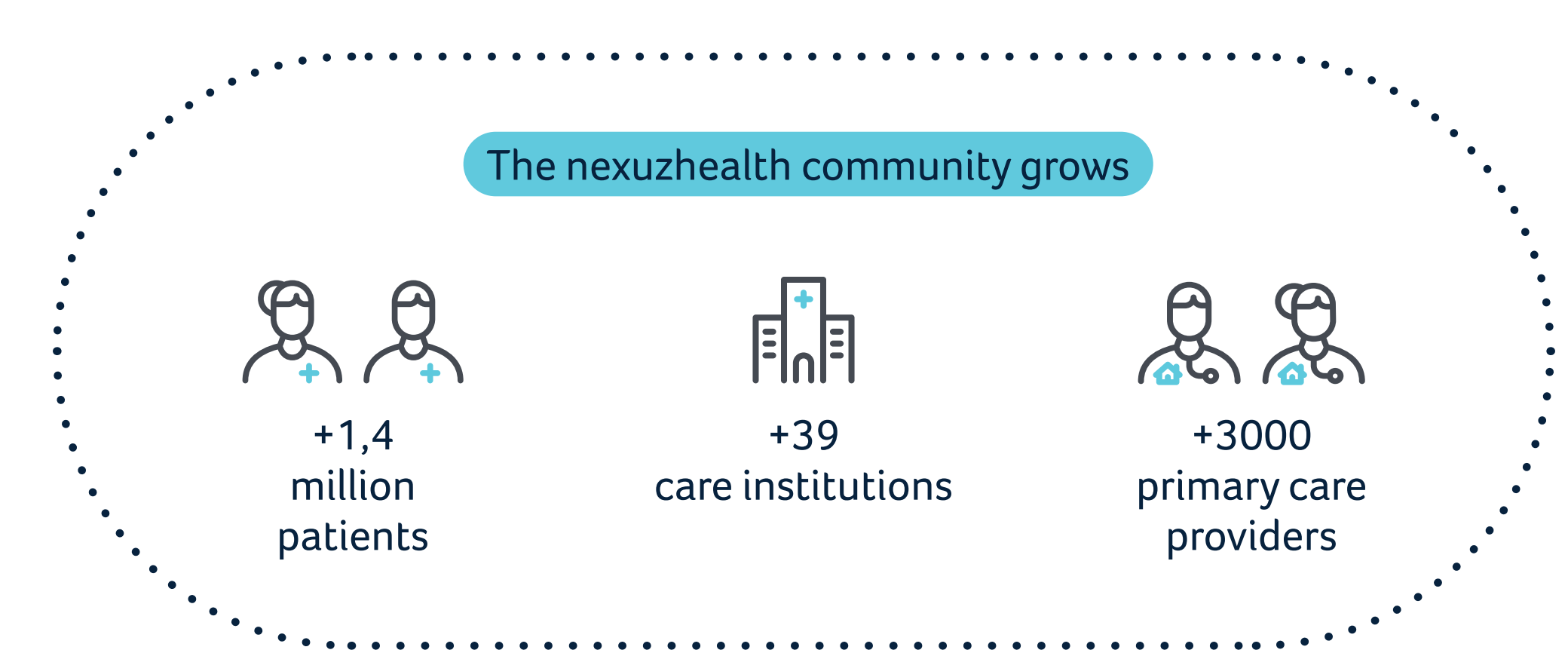
Our achievements as presented in this annual report are the result of the commitment and contributions of numerous people. I would therefore like to sincerely **thank** everyone in the nexuzhealth community: our teams for their dedication and expertise, our users for their valuable insights and our partners for their trust. Together, we head into **the NEXt Seven** with our high-performance software solutions to ensure even smoother collaborations and increasingly better patient care.
Let's keep driving digital care, together.

**- Gertie Delande, CEO Nexuzhealth**

"Together, we head into the NEXt Seven with our high-performance software solutions to ensure even smoother collaborations and increasingly better patient care."



The nexuzhealth community grows

**+1,4 million patients**

**+39 care institutions**

**+3000 primary care providers**



GERTIE DELANDE, CEO NEXUZHEALTH



SIMON IVEN, DIRECTOR PEOPLE SUCCESS

**INVESTING HEAVILY IN THE GROWTH OF THE NEXUZHEALTH TEAM**

Following the considerable growth of the nexuzhealth team in recent years, it was time to further improve our internal efficiency. A deliberate choice, as emphasised by **Simon Iven (Director People Success)**: "In the midst of the war for talent, our mission appealed to countless people: the combination of technology and care turned out to be a strong asset. After all, your work with us has a significant social impact."

"I only realised how fast we'd grown when I saw our entire team together during our annual company gathering: it was definitely time to evaluate whether the right competencies were being used in the right place as well as how we could best support our team members in their roles. This is why the focus was on training rather than recruitment in 2023. For example, we actively worked on **leadership**. At nexuzhealth, we strongly believe in servant leadership, a leadership style that is more about empathy and support. In addition, a shift from personal ownership to **organisational ownership** was also emphasised: the enthusiasm of the early days, when everyone focused on different things, is now embedded in our DNA. In recent years, we've evolved into a company with a clear structure and well-defined responsibilities. But rest assured: the passion of those first seven years will be as strong as ever in the NEXt Seven."
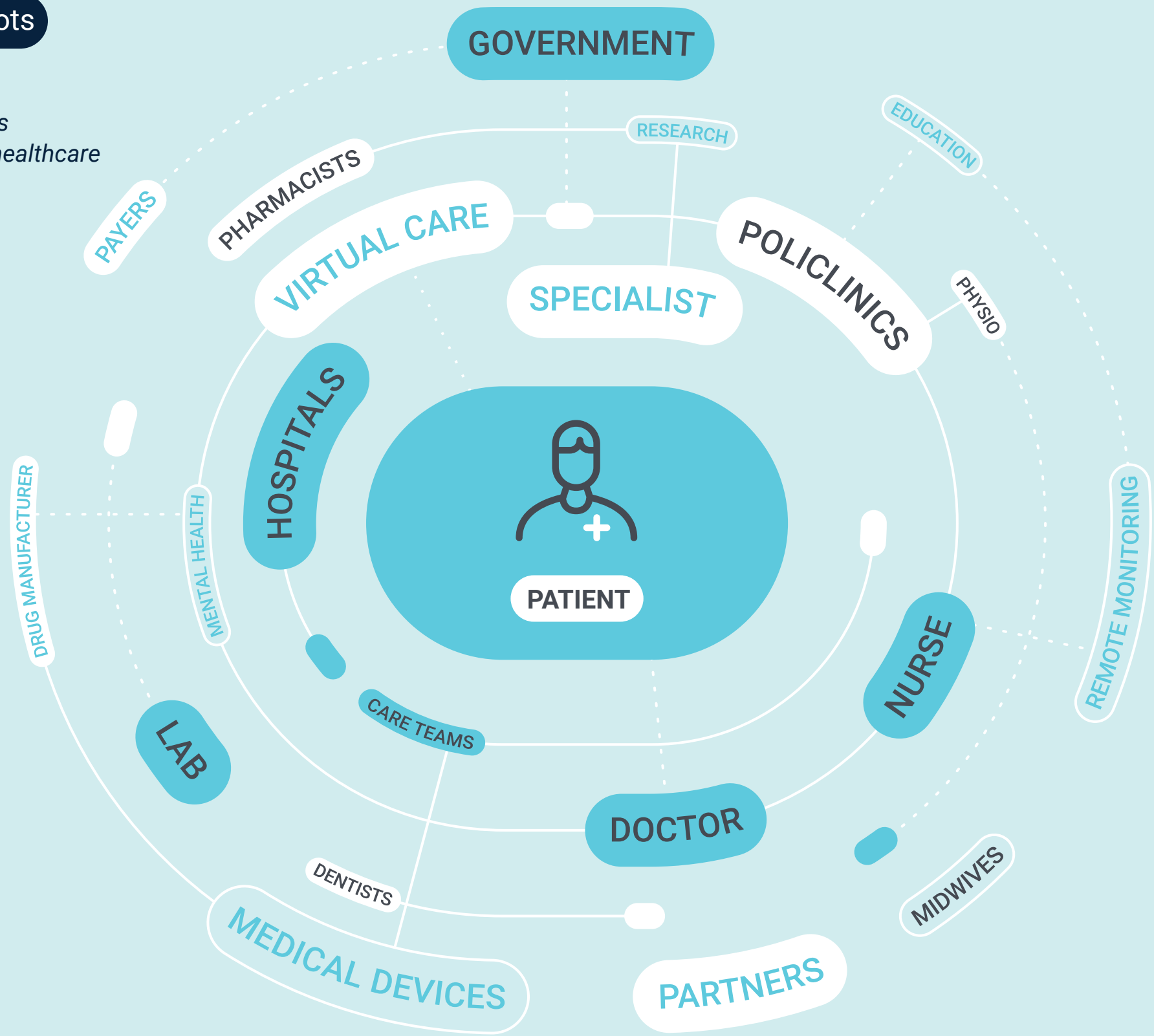
"At nexuzhealth, your work has a significant social impact."

# COLLABORATION IN HEALTHCARE

## Connecting the dots in healthcare

*Greater collaboration as a single ecosystem in healthcare*



At nexuzhealth, we believe that greater collaboration leads to better healthcare. According to Maarten De Gruyter (Director Customer Division, Sales & Marketing), the efficient and secure sharing of data is essential for enabling this collaboration: "Our SaaS platform brings together data that was previously fragmented, resulting in better processes and communication. Moreover, we support all the common standards in healthtech, to ensure secure data sharing between different platforms."
*In short: it's time to connect the dots.*

To say that healthcare is under pressure today is an understatement. The **needs** of both healthcare providers and patients have changed significantly in recent years. "In healthcare institutions, **operational efficiency** is more important than ever", says Maarten, "Therefore, there is an increasing focus on **smarter work processes** to limit costs without sacrificing quality of care. Patients, in turn, have become more demanding and want to **be actively involved** in their healthcare journey."

The ingredients for better care are already present, now it's just a matter of putting them together: "In fact, today's healthcare landscape is still very **fragmented**. You could think of it as a universe with countless dots floating around,

each representing something different: the healthcare providers involved, particular types of expertise, specific work processes, etc. With our **integrated platforms, which also seamlessly interact with other healthtech standards**, we connect these dots. The result: a more cohesive and patient-centric experience."

### MORE EFFICIENCY, LESS ADMINISTRATION

To make better healthcare collaboration a reality, nexuzhealth is developing SaaS platforms that can be used by different target groups. This gives rise to an **ecosystem** that rests on three pillars: Care, Labs and Citizens.
Maarten: "Under **Care**, we refer to our software for healthcare institutions and healthcare providers (therefore, hospitals) but also, for example, GPs,
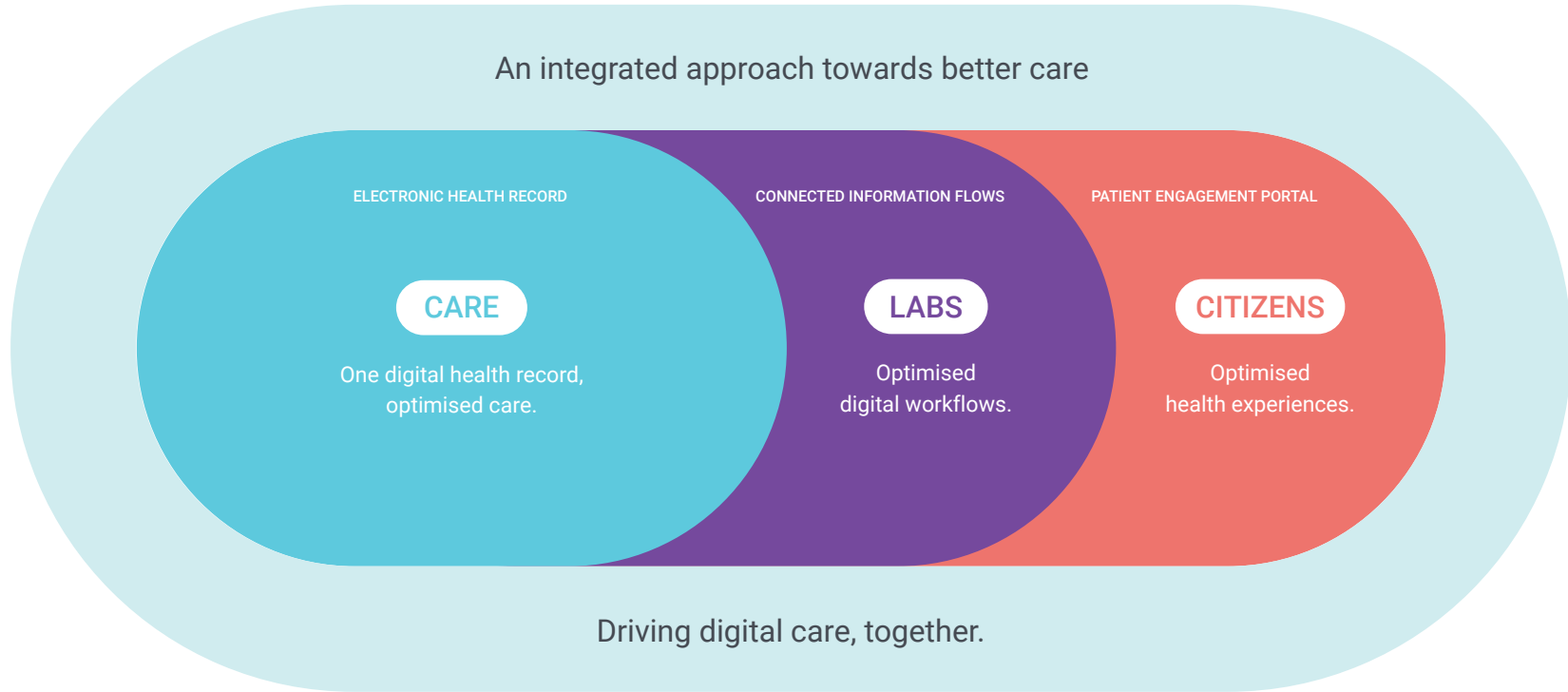
home nurses and other primary care providers. The centralised electronic health record (EHR) facilitates **more efficient work processes** so that everyone can focus on what really matters: the patient. In short: more hands at the bedside and fewer at the computer for administrative tasks."

Within the **Labs** pillar, the next step is to create a **Laboratory Information System (LIS). Roel Martens (COO)** emphasises the importance of this: "Labs play a crucial role in the patient's health journey. So for nexuzhealth, this is a spearhead for further growth and for achieving our ambition. We are therefore proud to announce that we will be taking the first steps to develop a new SaaS **LIS system**. In the long run, this will help accelerate our geographical expansion."

The **Citizens** pillar - **which focuses on the patient or user** - follows from the other two pillars: when healthcare actors and labs start collaborating more frequently thanks to our integrated approach, the patient experience will immediately improve significantly. Maarten: "On mynexuzhealth, patients not only get a complete and up-to-date view of their own health records, but they can also use this app to fill in questionnaires and receive relevant information for their specific care pathway, as well as view and pay their bills. Moreover, the app allows you to choose your meals even before you get admitted, based on your personal preferences, allergies and diets. A great example of *patient empowerment* that instantly makes every care pathway much more transparent and comfortable. Today, more than **1.4 million**

patients are already using mynexuzhealth, but in the near future, many more will do so."

### MORE COLLABORATION IN THE FUTURE

With this, we arrive at our **ambitions for the future** – and there are quite a few of them. Maarten: "Today, our software is used by 39 healthcare institutions and more than 2,200 GPs. In the short term, we plan to add more than 3,000 home nurses. Moreover, to make the **collaboration within the community** more complete, we are going to **focus** much more **on primary care**. So it's not just about general practitioners and home nurses but also other types of healthcare providers such as midwives, dentists, physiotherapists, etc. Overall, we are aiming for



An integrated approach towards better care

**CARE** — One digital health record, optimised care.
**LABS** — Optimised digital workflows.
**CITIZENS** — Optimised health experiences.

Driving digital care, together.

ambitious growth figures in order to become the **largest digital health platform in the country**."

Nexuzhealth isn't only about achieving growth, but above all it wants to **continue delivering on its promise**: "In the coming years, we will keep focusing on **streamlining operational processes** for **better collaboration**, within each healthcare institution, between healthcare institutions and across the entire healthcare system. This is how we strive for **operational excellence**, create greater insights, and improve the **digital experience of everyone involved**."

# CUSTOMER STRATEGY

Together we make healthtech better than ever

*How we continuously put "together" into practice*



ALGEMEEN ZIEKENHUIS ZENO

*"We envision healthy people in a healthy society, by creating advanced technology to improve quality of care, together",* **that's the vision of nexuzhealth. The "together" is not simply a slogan, because our close collaboration with healthcare is part of our daily practice. Not in a casual, non-committal way but through targeted processes and established consultative bodies. By engaging in constant dialogue with healthcare institutions and healthcare providers, we develop software that meets their real and current needs.**

"We put our close collaboration with healthcare into practice daily. Not in a casual, non-committal manner but via targeted processes and established consultative bodies."

"

Thanks to the input from healthcare institutions, we can continuously improve our platform.

If there is one word that best captures nexuzhealth's strategy, it is "together". Fulfilling our grand ambitions for better care on our own is simply impossible. That is why we work closely with healthcare providers and healthcare institutions every day. After all, nexuzhealth is there not only to support healthcare professionals but is also shaped by them.

Close collaboration is also a key characteristic of any **implementation of an integrated electronic health record (EHR)** within a healthcare institution. During the Plan, Build and Run phases, all stakeholders are closely involved in each step so that, in the end, the EHR is perfectly aligned with all internal priorities, processes and workflows.

Moreover, **active knowledge sharing** ensures that the software performs optimally and continues to improve not only during but also after the implementation of an EHR.
On the following pages, you will read all about our collaborative strategy and how it translates into implementation processes and knowledge sharing within the community.



MAARTEN DE GRUYTER, DIRECTOR CUSTOMER DIVISION, SALES & MARKETING

### THE POWER OF COMMUNITY

Today, the centralised electronic health record (EHR) relies both on the **technological expertise** of nexuzhealth as well as the experience of **39 affiliated healthcare institutions**. Their input allows us to constantly improve our platform, resulting in a better experience for both healthcare providers and patients. Moreover, **our community** is still **growing**: so in the future, more and more actors from primary care will also contribute to the **continuous development** of our solutions.

Feedback sessions are organised periodically to find out about the needs of healthcare institutions. For example, **the chief physicians and IT managers** of all hospitals are consulted on a quarterly basis. In addition, an advisory board with representatives from different hospitals meets annually to discuss future developments relating to the platform.

### FOCUS ON NETWORK CARE

Last year, we successfully welcomed **AZ Zeno** to our community. Managing Director **Patrice Buyck** emphasises the importance of collaboration in how this innovative healthcare institution in Knokke-Heist operates: "The future of care services is **network care**, where different stakeholders and networks work together around the patient. The nexuzhealth EHR fully fits into our vision of the future and optimally supports **collaboration** with other hospitals, eHealth services, primary care providers as well as primary and other healthcare institutions. Not only will it simplify the daily activities of the hospital, but it will also serve as a direct tool for facilitating **transmural care** and functional networking. Moreover, we can extract the necessary information and data from it whenever we need to."

### COLLABORATING ON NEXT-GEN SOFTWARE

The future will be dominated by the shift to **nexuzhealth pro**, the *NEXt* generation software for healthcare institutions and healthcare providers. This will greatly enhance operational efficiency through the use of **intelligent work processes**. A greater streamlining of the care process than ever before will also directly result in a **seamless flow** of medical data between all parties involved: healthcare institutions, healthcare providers as well as patients. Together, we look forward to the future of healthcare **with confidence**.

The implementation of the centralised electronic health record (EHR) has an impact both on work processes and technologies as well as on people. This is why we always ensure that the transition to our EHR is supported by a well-substantiated and balanced implementation process based on three phases: Plan, Build and Run. In fact, by now we have accumulated quite a few successful projects: something our clients are happy to testify to.

## Analysis

The **Plan phase** is all about planning and defining the goals, scope and strategies to successfully implement the EHR. The *programme initiation* marks the start of an overall preliminary study: both the current "as is" and the future "to be" situations are **analysed** in order to understand how the EHR will fit within the healthcare institution's IT landscape.

## Programs

During the **Build phase**, the platform is configured: the software is integrated within the IT environment and adapted to the specific needs of the healthcare institution. The actual configuration is preceded by a *project initiation* and *kick-off*. The various features are then gradually fine-tuned within the specific sub-projects: including applications for care planning, medical record-keeping, medication and prescriptions, appointments, etc.

## Optimization

The **Run phase** comes into effect after the various phased implementations have occurred and the projects have been fully completed. Now that the EHR is fully operational, we can focus on **optimisations and further innovation**. In addition, cooperation with the patient as well as primary care providers is of paramount importance in this phase.

## PLAN
**THOROUGHLY TAILORED PLANS**

## BUILD
**CONFIGURATION *OF THE PLATFORM***

## RUN
**OPTIMISATION *AND INNOVATION***

Once the required resources, sub-projects, phases, timelines and responsibilities have been identified and communicated to everyone involved, it is time for the *build kick-off*.

In the meantime, internal application administrators within the healthcare institution are **trained and involved** in working groups. The key users are also actively involved to ensure that the configuration is aligned with the actual **workflows**. Finally, there is the phased *go-live*: after the necessary testing, a pilot version is first launched for use within a smaller group, after which the full software is ready for use.

## Kick off

## Projects

**OPTIMAL ENGAGEMENT AT THREE LEVELS**

For the most efficient follow-up and implementation, we always work at **three levels**. The **steering committee** maintains a 360° overview at all times and makes decisions regarding the approach. The **project groups** focus on specific sub-features of the platform, while the **working groups** provide input on current work processes and are involved in the training programmes.

**CUSTOMER CASE: FROM A TO Z**

*Close collaboration during each phase*

"We've been using the CWS for a long time now and we are positive about the next step. We wanted an electronic health record which is made for and by a hospital and which also offers a long-term solution. In addition, we were looking for a partner with extensive knowledge of the Belgian market. This solution is completely aligned with the needs of hospitals in Belgium."

*Kristof Duthoy, ICT and Procurement Director at AZ Sint-Lucas (Brugge)*

"With our self-written electronic health records, we never managed to fully digitise the Intensive Care hospitalisation wards. But with nexuzhealth, that's possible. Is CWS the best system on the market? No doubt there are lots of great applications available, but none offer the same level of transparency and flow of information between departments."
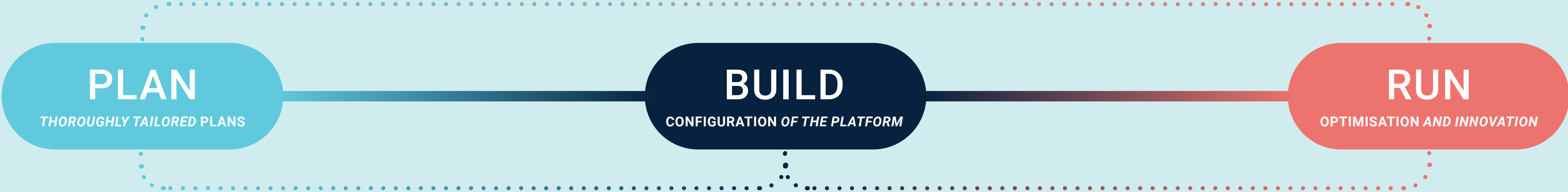
*ICT manager Wim Lambrechts at RZ Tienen*

"If we can detect side effects faster and provide better follow-up care via telemonitoring, we can improve not only the quality of life but also the life expectancy of some cancer patients", explains Dr Delforge, Professor and Oncologist at UZ Leuven.

*Prof. dr. Michel Delforge, President of the Leuven Cancer Institute*

"The optimisation process for the anaesthesia module not only saves time but also helps avoid useless pre-operative technical examinations and ensures increased patient safety."

*Dr. T. Valkenborgh, Anaesthesia-Intensive Medicine at Noorderhart Hospital*

## PLAN
*THOROUGHLY TAILORED* PLANS

## BUILD
CONFIGURATION *OF THE PLATFORM*

## RUN
OPTIMISATION *AND INNOVATION*

"Within AZ West, there was wide support for a new EHR right from the start. Our steering committee consisted of doctors and board members. To get end users more involved, we highlighted the possibilities of the EHR and the Clinical Workstation (CWS) fairly early on in the process."

*Andrei Hollevoet, Project Coordinator at AZ West (Veurne)*

"In 2023 as well, we worked closely with nexuzhealth to configure the CWS. Not only are all patient movements now recorded as soon as they occur, but it's also possible to find everything related to administration and pre-invoicing. This gives a much better picture of a patient's status and whereabouts at any time compared to our previous electronic health record."

*Sam Lowie, EHR Programme Manager at Vitaz*

"The digitisation of all physiotherapy and logopaedic sessions was our first introduction to nexuzhealth's pre-invoicing package. The excellent collaboration with the various parties involved and the smooth integration into the system certainly encourage us to continue further with this."

*Helga Vansteenbroek, Invoicing Department Manager at AZ Diest*

"Today, we're all happy that everything is available in one centralised location. Thanks to the CWS, we have really made great strides in terms of operational excellence."

*Benny Peeters, ICT Director at H. Hartziekenhuis Mol*

**CUSTOMER CASE: FROM A TO Z**

> Today, we consider the entire care pathway of the patient, where different processes are integrated with one another.

> Ensuring the diversification and scalability of our knowledge sharing will be an exciting challenge.

The software solutions of nexuzhealth are developed for and by healthcare professionals. These are not just idle words: we constantly listen to our users and empower them to contribute to increasingly better platforms. At the same time, we are happy to share our technological expertise to help them gain insight into new possibilities and opportunities.

Within the fast-growing nexuzhealth community made up of various kinds of employees as well as users, it is all about responding to the **increasingly diverse training and knowledge needs**. Therefore, nexuzhealth focuses on **training courses** relating to hard skills, such as knowledge of software, as well as soft skills, such as communication skills for fostering connection. More generally, the emphasis is on **active and continuous knowledge sharing** between all internal staff as well as between healthcare institutions.

### SHARING KNOWLEDGE SYSTEMATICALLY

To translate the concept of customer empowerment into practice, we have provided for a differentiated **system of** tailored **knowledge sharing** that will involve all stakeholders. For instance, every quarter, we consult and inform all affiliated healthcare institutions during the **coordinators' meeting**. This is an important opportunity to share learnings and best practices related to the CWS (Clinical Workstation) in terms of the challenges faced, the available opportunities, employee training, and many other topics. In addition, there are **domain updates** to introduce new features of the software. The purpose of the **core working groups** is to focus on making decisions on specific themes and applications with a limited group of people.

This approach demonstrates the **power of community**. It gives all parties involved the chance to contribute effectively to the continuous improvement of the platform. Moreover, we are always open to feedback. We think it is only natural that those who use our software should also be involved in the development of new versions and applications. This *continuous loop* of feedback embodies the heartbeat of everything we do at nexuzhealth.

A key evolution in 2023 was the growing emphasis on a **holistic approach** that considers the patient's entire care pathway rather than individual fragments or separate actions. Even until a few years ago, training courses were often requested on specific topics, for example, only related to the medication module. However, today we are increasingly looking at the **broader flow**, where different processes are integrated. After all, each step in the pathway affects the next.

### KNOWLEDGE SHARING IN THE NEXT SEVEN

Even in the years ahead - the **NEXt Seven** - knowledge sharing will remain an ongoing task, particularly since the user base is expected to keep growing. Not only will we have many more customers in 2030, but the customer base will also become **much more diverse**, with different healthcare domains and the laboratory sector using our applications. As a result, ensuring the diversification and **scalability** of our knowledge sharing will be an exciting challenge. Moreover, there are still a large number of insights available **in the system** that are not being optimally utilised at present. In the future, we will **extract even more from these data** so that healthcare institutions and healthcare providers can work together ever more efficiently to provide even better services to patients.

### HIGHLIGHTS OF 2023

**Exchange of ideas during the company gathering and nexuzhealth Summit**

In the past year, knowledge and experiences continued to be actively shared, often leading to excellent results. At the last **company gathering**, for example, a customer described how the **Rapid Response Team** at their hospital is functioning optimally partly thanks to our software. This team ensures a significantly quicker response for internal interventions, therefore actively contributing to the survival of patients in need. Testimonials like these are obviously very motivating for our team, who contribute to **better healthcare** every day. It is a sign of the mutual appreciation between the customer, the patient and nexuzhealth.

The **nexuzhealth Summit** was also a significant highlight. On this inspiring day, more than 250 customers came together to exchange views during various **breakout sessions**. In anticipation of a complete revamp of nexuzhealth's patient portal, the enthusiastic group of participants had the opportunity to brainstorm on the new, ambitious user criteria. They set the bar high. At such times, you see how customers enjoy being an **active part of the process**.

## CUSTOMER EMPOWERMENT

# PLATFORM &
# PRODUCT GROWTH

Technological innovation
drives our growth

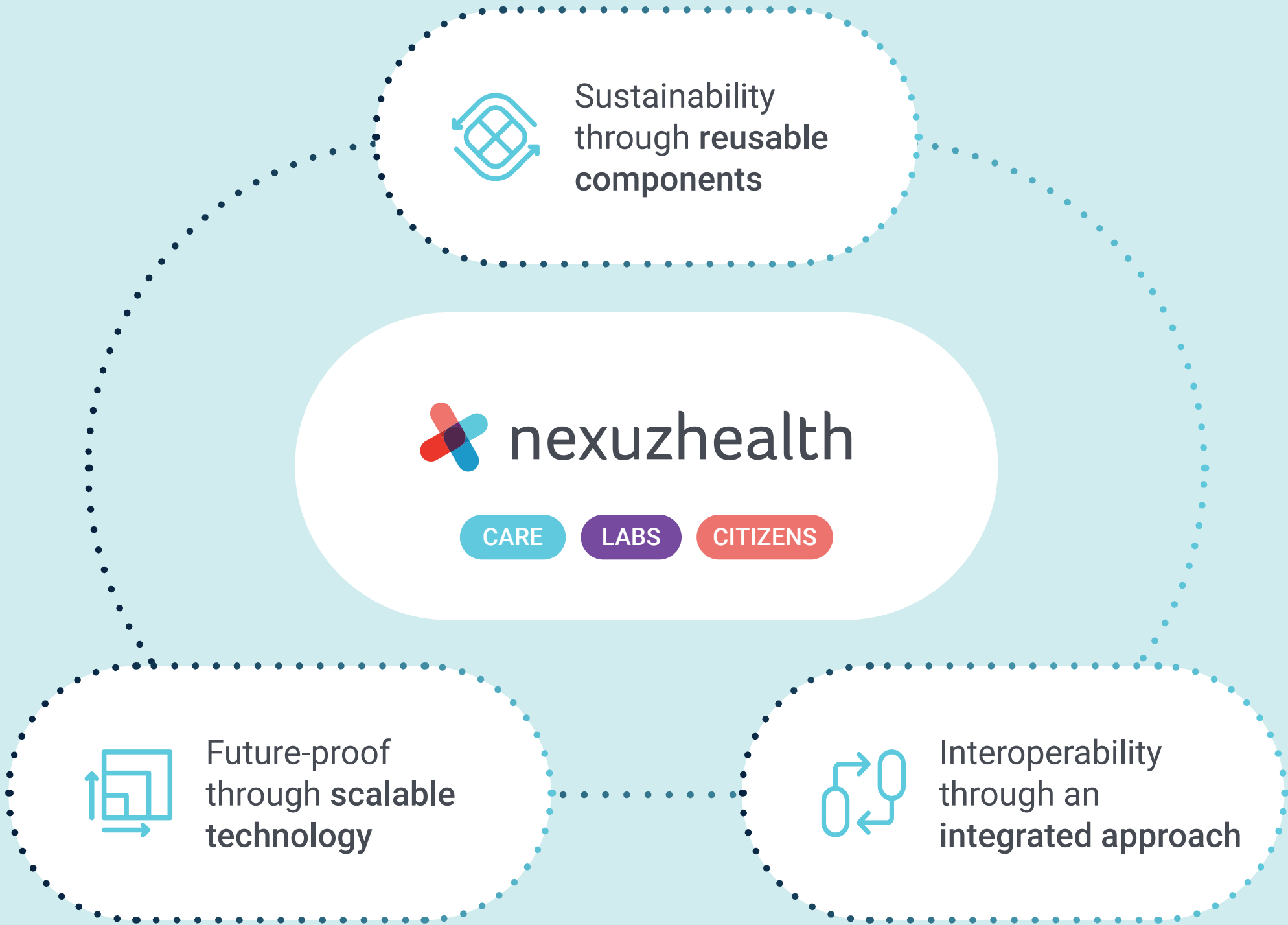*Ready for the next step with scalable platforms and products*

"

We build components in the same way
each time so that they are reusable in
different parts of the platform.

Growth is firmly embedded in nexuzhealth's
DNA. Just ask Bob Neven. As Director Product
Management & Product Engineering KWS,
Bob defines how our product range will grow.
The plans drawn up by him and his team are
further developed by the technical team.

Sustainability
through **reusable
components**

**nexuzhealth**

CARE   LABS   CITIZENS

Future-proof
through **scalable
technology**

Interoperability
through an
**integrated approach**

Over the past few years, nexuzhealth has evolved from being an implementation company to a full-fledged **software company**. Bob: "The CWS (Clinical Workstation) has continued to improve, and now we are fully committed to developing our **new applications**. Our teams have built up very specific expertise that is at the crossroads of technological know-how and insight into healthcare. Now we are shifting to a higher gear with solutions that are even more responsive to the needs of patients and healthcare providers."

These needs have also evolved a great deal in the meantime. "***Patient empowerment*** is a typical example of this evolution. Increasingly, patients want to participate actively with respect to their own health records. Naturally, all the healthcare providers involved also require this medical data to ensure the best care. However, this request for **data disclosure** must be balanced with growing rules around **privacy and compliance**. Therefore, with our technological solutions, we ensure that the growing volume of data is **optimised** in conformity with the regulations. In other words, we make sure that data sharing and collaboration is smoother than ever but in the most secure and correct way possible."

## SCALABLE AND SUSTAINABLE

To gear nexuzhealth's solutions for the future, **scalability** is paramount. "As our community grows in number and diversity in terms of users, each time with different needs, our platform must be able to **grow along with it**. This is why we've opted for a **modular approach**. This allows new components or modules to be added easily, without disrupting the whole system."

**Sustainability** also plays an important role in the development of the platform. "We build components in the same way each time so that they are **reusable** in different parts of the platform. This saves significantly on costs and development time. Moreover, we also think long-term: we go for solutions that will remain functional for the next 20 years."

## INTEROPERABILITY THANKS TO SEAMLESS INTEGRATION

The success of our platforms will also depend on how well they interact with other systems. A focus on **interoperability** is therefore crucial. "Through a carefully **integrated** approach, we enable seamless interoperability in line with international standards. This interoperability will remain an absolute priority in the coming years."

Anyone who talks about technology today, **talks about AI**. "At present, we are focusing on our own technologies, but at the same time we are also **exploring AI applications** from selected partners. These can be used to make administrative processes more efficient. For example, consider the burden on healthcare providers to record information: today we have already started integrating speech technology into our processes so that reports and notes can be recorded instantly. Naturally, security and data protection are always the most important concerns when developing these innovations."

"We are also considering the areas in which we can use AI tools to develop our software more efficiently or to allow for smart monitoring of our operational platforms to detect anomalies. But first, we are still looking at what is desirable and what is possible based on European and Belgian regulations and directives. Regardless of how the technology evolves, **we stay closely attuned** at all times."

## THE NEXUZHEALTH PRO PLATFORM GAINS MOMENTUM

Growth is also the code word for the following years - the **NEXt Seven**: "Now we have all the technological building blocks to better serve various **other actors in healthcare**, such as general practitioners, home nurses and specialists. Meanwhile, of course, we continue to provide healthcare institutions with the best service possible on a regular basis. Our platform is **gaining** momentum in every way and we are eager to deploy our new applications in the future."

### INNOVATIVE MILESTONES IN 2023

As healthcare evolves, nexuzhealth's solutions evolve with it. This was the case in 2023 as well. "For me, a highlight of the past year was definitely the **integration of telemonitoring** in our electronic health record (EHR). More and more patients are being monitored at home, and thanks to this integration, this is now done based on an efficient data exchange."

"In addition, for some time now, we have been making sure that our applications are in line with the new FHIR (Fast Healthcare Interoperability Resources) standard so that we can optimally exchange health information between different systems and different actors. Furthermore, internally, we also continued with our launch of the **largest Golang project** in the country, yet another major achievement."

"

*A highlight was the integration of telemonitoring in our electronic health record.*

BOB NEVEN, DIRECTOR PRODUCT MANAGEMENT & PRODUCT ENGINEERING KWS

At nexuzhealth, we continuously apply technology to improve care. A good example of this is the recent integration of telemonitoring in the centralised electronic health record (EHR). As a result of this, data of patients recovering at home after a procedure can be exchanged in a secure manner. Thanks to this powerful piece of technological innovation, healthcare providers have the most complete and up-to-date view of the health condition of these patients at all times.



"

It is important to integrate the data into the EHR in a structured way. Combined with the data already available in the patient record, this provides valuable insights.

The number of people **recovering at home after a procedure** is on the rise. For example, since last year, the government has expanded the number of ambulatory procedures from 246 to 551. To ensure optimal and timely care, these patients are monitored remotely using **telemonitoring**. Their health is continuously evaluated based on data collected digitally via devices or wearables. **Seamless integration with the EHR** allows healthcare providers and patients to exchange these data in a secure and structured manner throughout the entire care pathway: from hospital discharge to monitoring their further recovery at home. In 2023, nexuzhealth made this integration possible as part of a major **oncology project**, OncoCare@Home, which monitored cancer patients using a smart patch.

**BETTER PATIENT CARE THANKS TO CENTRALISED DATA**

The aim of this project is to **reduce the number of hospitalisation days by 10%** and to significantly increase the life expectancy and quality of life of the cancer patients involved, for example, by more quickly detecting and following up on the side effects of their treatments. This includes focusing on **specific care pathways**, such as those of lung and colon cancer patients. Thanks to less invasive surgical techniques, these patients can return home earlier nowadays. However, in such cases, the side effects that were previously detected relatively quickly at the hospital, remain under the radar for longer. By making the data collected via the smart patch available in a single digital health record, healthcare providers can not only get a **broader view** of the patient's health condition without delay, but they are also able to consult **the same data**. As a result, potential side effects can be detected in time even outside of the hospital, and action can be taken if necessary.

**MORE STRUCTURE FOR VALUABLE INSIGHTS**

The integration of the telemonitoring application has been developed in such a way that all data relating to the patient recovering at home are added to the **EHR in a structured way**. Subsequently, **valuable insights** can be gained when the above data are combined with the data already available in the health record. The open platform also allows for **maximum interoperability**. This means that there is no need to develop a new integration module for each measurement device: once you capture the temperature from Device A, the temperature from Device B can be captured in the same way. And, therefore, **other telemonitoring devices** can also be connected to the platform without any issues."

**SINGLE STANDARD FOR ALL TELEMONITORING APPLICATIONS**

Nexuzhealth is working with its partners to develop a **telemonitoring prescription** that will provide for a **standardised integration** between telemonitoring providers, EHRs and other stakeholders in the healthcare landscape. By exchanging as much information as possible in line with the general standards in the sector, healthcare providers will be able to obtain a much better picture of the **health data**. This can only benefit the monitoring and treatment of the patients. Meanwhile, **other care pathways** are also being considered, including within cardiology and neurology, where telemonitoring will be linked to the EHR. In other words, our **technological innovation** is also increasingly making a difference outside hospital walls.

**INNOVATION
PUT TO PRACTICE:
TELEMONITORING**
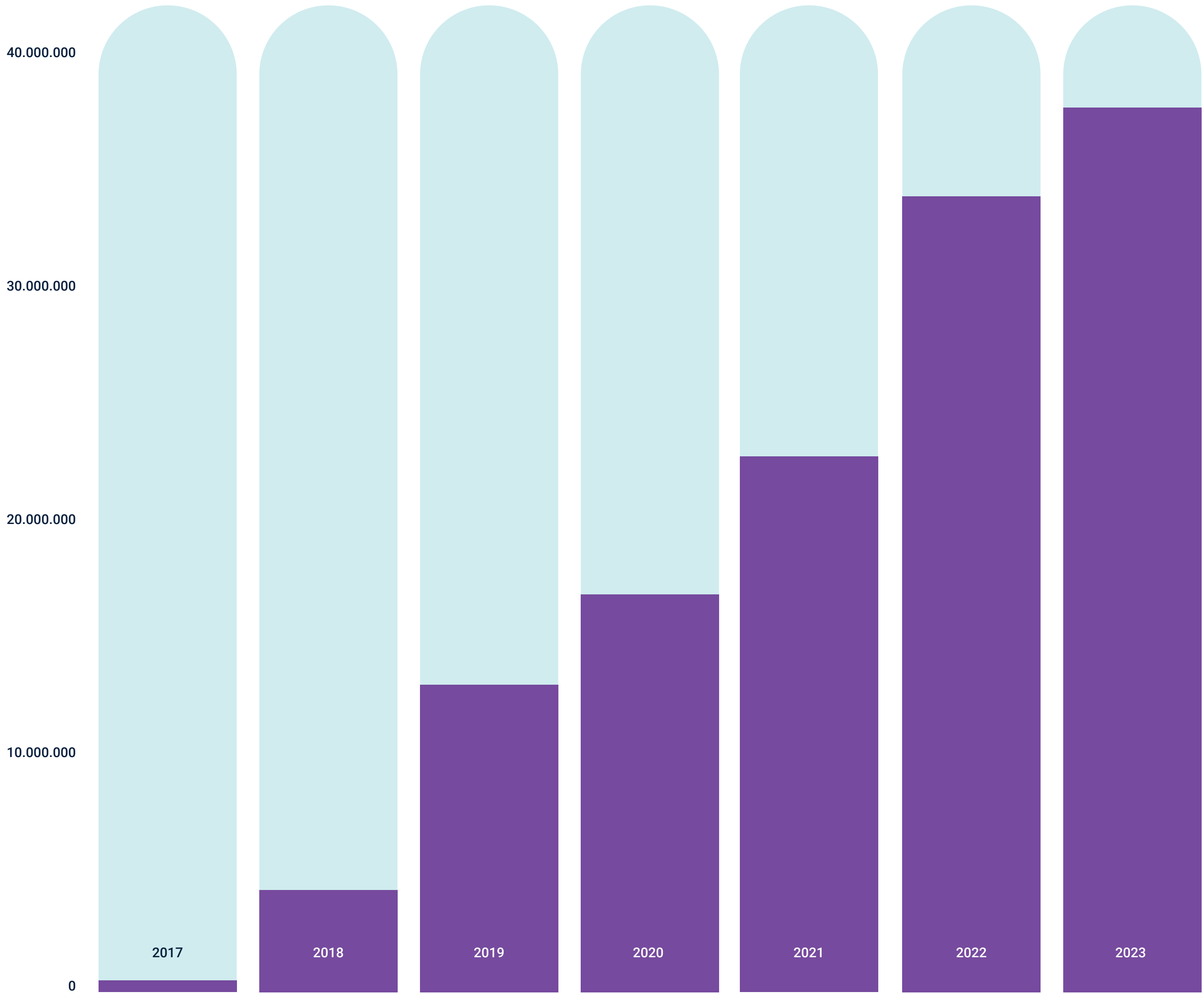
# FINANCIAL OVERVIEW

**Continuing to invest in innovation**

*A financial snapshot of 2023*

"

We not only look beyond the language border, but also cast our eyes on other markets in Europe.

In 2023, nexuzhealth achieved a turnover of 35.9 million euros, an increase of 8.5% from the previous year: the result of hard work and the shared passion of everyone at nexuzhealth.

| | | | | | | |
|---|---|---|---|---|---|---|
| 40.000.000 | | | | | | |
| 30.000.000 | | | | | | |
| 20.000.000 | | | | | | |
| 10.000.000 | | | | | | |
| 0 | | | | | | |
| 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |

**EVOLUTION OF REVENUE**

"In 2023, we have invested 13 million, and we will continue operating in this investment mode over the next seven years."

- nexuzhealth pro hospital — 7.016.150 €
- nexuzhealth pro primary care — 5.547.567 €
- nexuzhealth lab — 361.683 €
- **TOTAL** — **12.925.400 €**

**INVESTMENT COSTS 2023**

% 54.3
% 42.9

**NEXUZHEALTH AND HEALTHCARE INSTITUTIONS GROW TOGETHER**

The increase in turnover is due to various reasons. Our growth is in line with that of affiliated healthcare institutions and our own operational efficiency gains. In addition, we successfully welcomed AZ Zeno to our platform in 2023. Nevertheless, the **local market for healthcare institutions** is gradually becoming saturated: our current 60% share in Flanders can at most be increased to 65%. This is why we are increasingly considering markets beyond the language border and at the same time casting our gaze at **other markets** in Europe.

A lot of **hospitals** will **continue to grow** in 2024 as well, and therefore we too will continue on our path of growth. But the focus also lies on other groups in the healthcare landscape, especially in the area of **primary care**. With our application for home nurses, we will be increasingly providing support to large organisations like **Wit-Gele Kruis and CT Paramedics**.

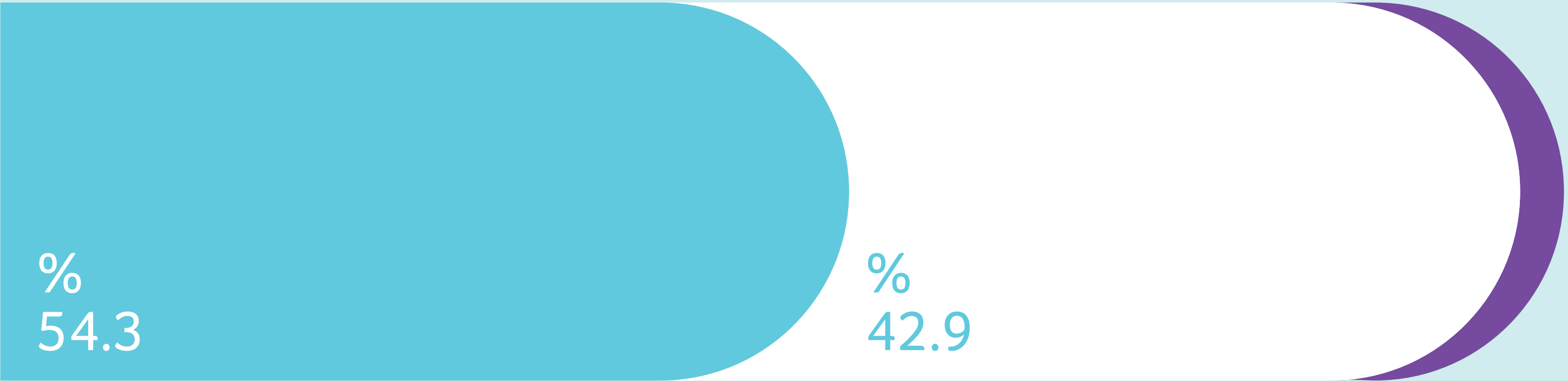**INTERNAL EFFICIENCY THROUGH SHARED SERVICES**

Profits have increased gradually over a seven-year period. This is also thanks to the increased **internal efficiency** based on our Shared Services approach. These shared services offer **numerous economies of scale** and serve different functions. For example, they **serve as a counter** offering help and support where needed, for example, in the area of training or legal matters. As part of their **project function**, they focus on continuous improvement within the organisation. But they also play a **leadership role** when it comes to specific fields, such as in the area of compliance.

- nexuzhealth pro hospital — 4.686.551€
- nexuzhealth pro primary care — 3.100.017 €
- nexuzhealth lab — 263.089 €
- **TOTAL** — **8.049.657 €**

**DELIVERED CODE VALUE 2023**
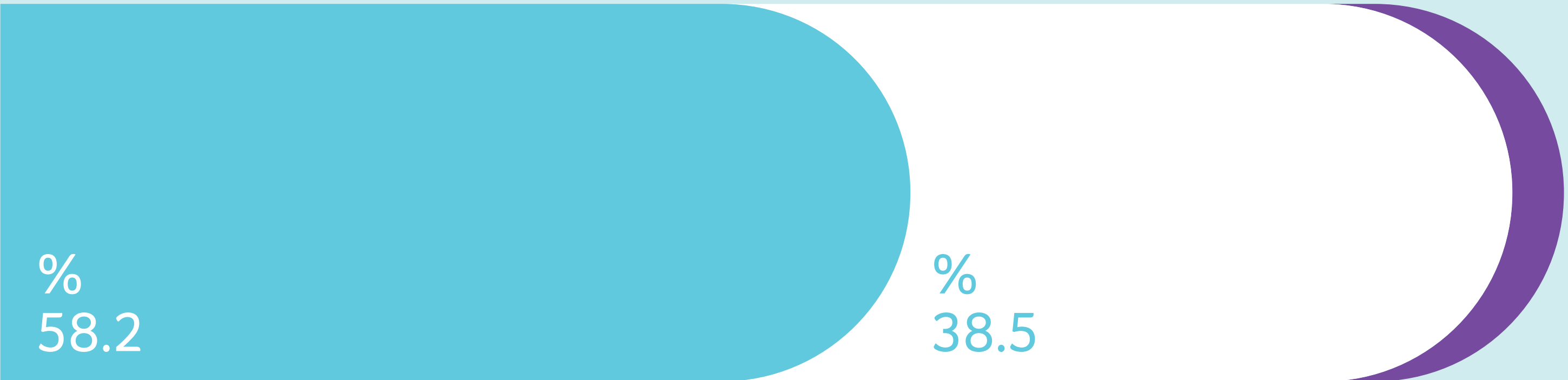
**CONTINUING TO INVEST IN THE NEXT SEVEN**

Nexuzhealth has become a healthy growth company, as **Bram Lambrichts (Director Finance & Shared Services)** notes with satisfaction: "Moreover, **we invest our profits** in further innovation to improve healthcare even further with our software. We have invested 13 million in 2023, and for the next seven years - i.e. the NEXt Seven - we will continue operating in this **investment mode**. We are targeting not just profits but, more importantly, healthy margins. Above all, we want to **fulfil our mission in a financially sound manner**. With 1.4 million patients using our platform today, we are definitely on the right track."

% 58.2
% 38.5

# LOOKING FORWARD

Let's continue to relieve healthcare over the next seven years

*Looking ahead together to new solutions and markets*

"Thanks to our solutions, healthcare providers can focus on what really matters: providing the best care to patients every day."

"

We look beyond the hype, and do the right things at the right time, every time.

STIJN BIJNENS, CHAIRMAN OF THE BOARD

The story of nexuzhealth is one of healthy growth. What was a start-up not so long ago has today become **one of the country's leading scale-ups**. The numbers don't lie. Thanks to us, today more than **1.4 million patients** have access to their digital health records. Something we can rightfully be proud of. Moreover, as an autonomous company, we look to the future with great confidence. We are continuously improving the quality of healthcare with our **self-developed SaaS solutions**.

**Relieving healthcare professionals of their burden**: that's how you could summarise our activities. Not merely because our solutions are exceptionally high-performing and secure, but also because they are extremely user-friendly. As a result, healthcare providers can focus **on what really matters**: providing the best care to patients every day. In addition, thanks to our platforms, collaboration within the field of healthcare is smoother than ever before: as **facilitators, we connect** patients and healthcare providers to ensure more efficient pathways. In the coming years, we will fulfil this connecting role more than ever.

Looking to the near future, the **affordability of our care** is also crucial. In that respect, the **economy of scale** of a centralised electronic health record creates clear opportunities. Indeed, the broad-based rollout of our platforms also has a positive impact on the affordability of IT systems in Belgian healthcare. At nexuzhealth, we facilitate this affordability based on our **cost-sharing principle**.

**EFFICIENT COLLABORATION FOR BETTER CARE**

The next seven years will also be marked by the rapidly growing amount of data in healthcare. As the co-pilot for healthcare providers, we want to ensure that these data are used optimally within **streamlined work processes** and **efficient collaborations**, always with respect for privacy and security. Moreover, our solutions are part of a larger **ecosystem of medical innovation**. These solutions will focus not only on cure but also on **prevention**, by analysing existing data and recognising patterns. This will ensure that everything is measurable and that **continuous improvement** is possible.

Anyone involved in technology today cannot ignore **AI**. We will definitely use AI tools, but only if they enhance our platforms with a view to providing better care. We may be technology-driven but that does not mean we get swept away by every hype. As a pragmatic organisation, we always look at the real needs in healthcare as well as the possibilities that are in conformity with regulations. **This is how we do the right things at the right time, every time**, to achieve our goal step by step.

**GROWING TOGETHER AS A NEXUZHEALTH COMMUNITY**

For the next seven years – the **NEXt Seven** – our ambition is to grow further to become **the benchmark company** in technology for healthcare providers and patients. Domestically, but also internationally. Besides this geographical expansion, our growth will also be determined by product expansion - including solutions for laboratories as well as numerous other applications for various aspects of healthcare.

So while we are ready to realise our full potential, we always make sure that our ambition is accompanied by a **healthy dose of modesty**. That's because even though we may be strong in what we do, we are always at the service of our users and partners in the healthcare sector. They are the ones who give us our reason for existence. Together with them, we form **one big nexuzhealth community**: a community on the threshold of a particularly promising future.

**Stijn Bijnens, Chairman of the Board**

**DRIVING DIGITAL CARE, TOGETHER.**

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