



LADNAN HOSPITAL
Restoring hope in health care



A member of The Metro Group



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INTRODUCTION

Ladnan Hospital Limited is a level 4 private healthcare facility in Pangani , Nairobi, Kenya, offering a wide array of medical services with a strong focus on patient-centered care. Founded with the mission to provide quality and affordable medical care, the hospital has grown to become a key player in the healthcare sector. The hospital operates 24 hours a day as a 50-bed multi-disciplinary facility well equipped and staffed by a team of dedicated medical professionals. The hospital's commitment to excellence is underscored by its alignment with the Kenya Quality Model for Health (KQMH) and COHSASA, ensuring high standards in service delivery and patient safety.

This overview provides a look into Ladnan Hospital's operational framework, covering its technological systems, infrastructure, key milestones, corporate structure, and quality assurance protocols. It highlights the hospital's strategic partnerships and its current ownership by The Metro Group PLC. This will outline the hospital's capabilities, governance, and future direction.



- "Best HMIS system in County Health Awards 2025"
Nairobi City County

SYSTEMS AND TECHNOLOGY

DOCTORS BILLING ON THE GO

M-DOC, a revolutionary mobile application and web portal designed to empower doctors by enabling them to manage their medical practice seamlessly, even on the go. It is specifically tailored to assist medical professionals with critical tasks such as billing and financial management. With a user-friendly interface and robust features, it aims to streamline administrative processes, allowing doctors to focus more on patient care. In addition to this, doctors' request for admission rights and their approvals are done through this platform. The platform has been adopted by numerous doctors, highlighting its effectiveness in providing a mobile and efficient solution for managing practice operations and finances from any location.

We will continue to invest in and expand M-DOC, to further streamline hospital operations and improve patient outcomes. Our vision includes leveraging data analytics from these systems to enhance operational efficiency, personalize patient care, and inform strategic decisions.

WEB BASED AMS PLATFORM

Alliance Management System (AMS) is a comprehensive web-based platform designed to manage virtually all aspects of a hospital's operations. The system is built around various modules that streamline workflows for both outpatient and inpatient services, and it covers everything from patient ticketing, bookings, journey mapping, and claims management to accounts and inventory. From patient consultations and lab request to billing and discharge summaries. AMS also features integrations with external platforms, like e-claim providers and payment systems, to ensure a seamless and connected healthcare management experience.

INFRASTRUCTURE

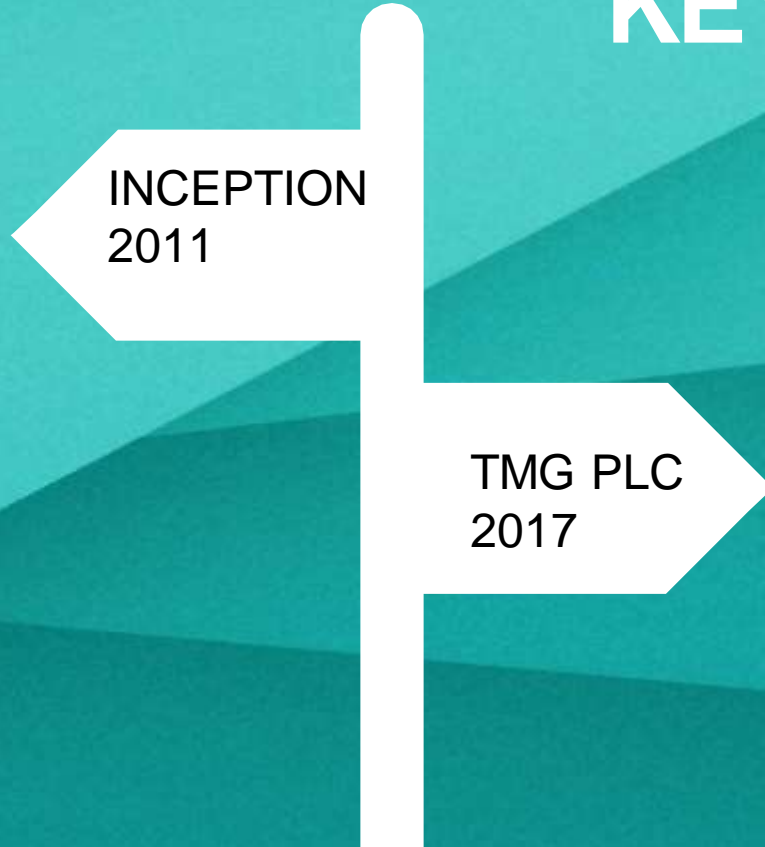


FACILITIES & INFRASTRUCTURE

The hospital's infrastructure is designed for operational resilience. It features:

- **Standby Power:** Reliable backup power systems to ensure all critical services, including the ICU and surgical theaters, remain operational during power outages.
- **Borehole:** A hybrid and solar power borehole pump to complement the water supply from Nairobi Water and Sewerage Company. This connection is metered by Nairobi Water and Sewerage Company.
- **Physical Layout:** The three floored facility has a 50-bed capacity with general wards and semi-private rooms to accommodate patient needs. This includes the ICU/HDU unit.

KEY MILESTONES



THE METRO GROUP PLC

Ladnan Hospital Limited, Pangani was established in 2011 as a medical centre and re-registered as a hospital in 2013.

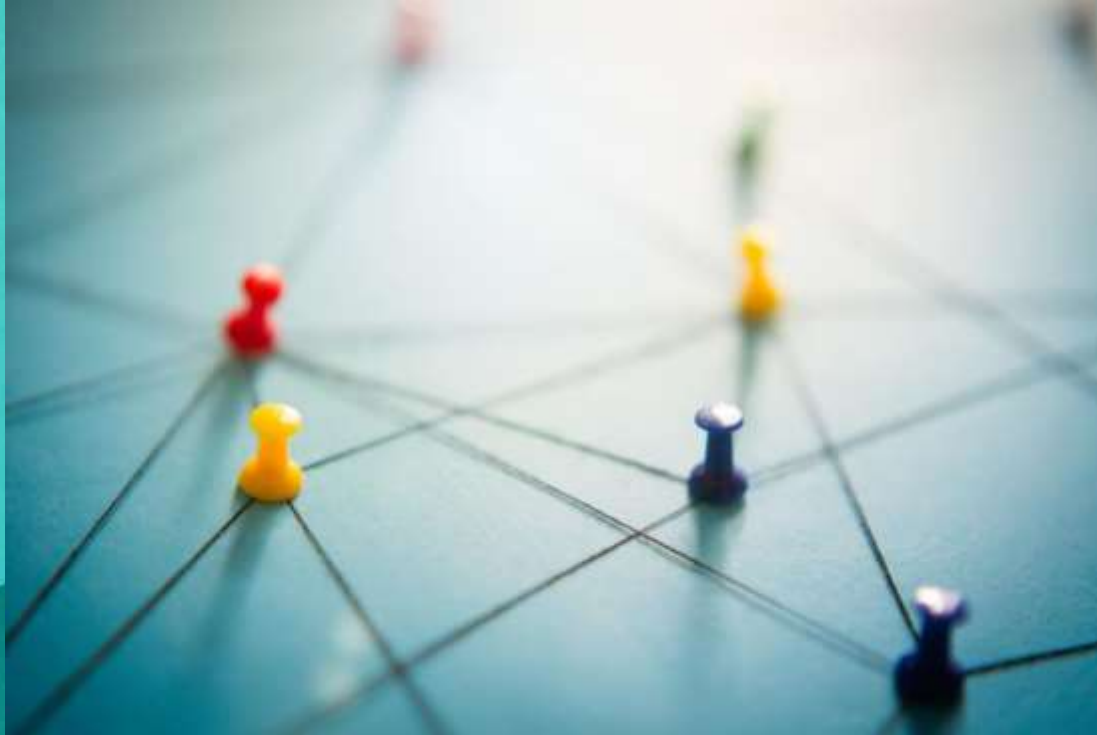
The Metro Group PLC was originally incorporated as Metropolitan Health Services Limited on July 27, 1994. The company's name was officially changed to The Metro Group PLC on December 22, 2021.

The Metro Group PLC's involvement began with a strategic merger in 2017, between Metropolitan Hospital and Ladnan Hospital Ltd to form an umbrella holding company, called Metropolitan Hospital Holdings Ltd. Following the decision for this merger, the Ladnan Hospital Ltd directors resigned leaving the founder of Ladnan Hospital Ltd as one of the directors in MHHL until his exit in July of 2023. He sold his entire stake in Metropolitan Hospital Holdings Limited. The MHHL is owned by The Metro Group under the leadership of its CEO, Dr. K.K. Gakombe.

The Metro Group PLC got full ownership and control of the hospital's operations.



THE METRO GROUP PLC



CLIENT PORTFOLIO

CLIENT PORTFOLIO

- | | |
|--|---|
| <ul style="list-style-type: none">• SHA (Social Health Authority)• Jubilee Health• APA• Madison• LCT• Britam• Equity Health• M-tiba• Fidelity• Liaison• CIC• Minet• Mua• Kenbright• GA• First Assurance• AAR | <ul style="list-style-type: none">• KCB• Old Mutual• Kenyan Alliance• Direct corporates. |
|--|---|



CHRONIC DISEASE MANAGEMENT PROGRAM

| CDMP

In 2023, Ladnan Hospital Limited established a key strategic partnership with Boehringer Ingelheim, among other partners for its Access Program. This program is specifically designed to provide targeted care and management for previously diagnosed patients with chronic conditions, with a focus on COPD, diabetes, and hypertension. The program offers essential medications: Micardis, and Trajenta at subsidized prices. This collaboration aligns with the hospital's commitment to not only providing general healthcare but also engaging in specialized, patient-focused initiatives to improve the long-term health outcomes for the community. The demographic in focus for this program is persons living with Chronic conditions especially Hypertension and Diabetes. A full team offers support the patient ensuring they stick to the regime advised and offering follow up calls and standby support.

KEY STAFF PROFILE



TMG BOARD OF DIRECTORS

| | |
|--------------------------------|----------|
| DR ROBIN MICHIRA MOGERE | DIRECTOR |
| KANYENJE KARANGAITA GAKOMBE | DIRECTOR |
| NATHAN GATHERU THAGANA | DIRECTOR |
| BILDAD WAMBU GAKOMBE | DIRECTOR |
| SERAH NDUTA MACHARIA | DIRECTOR |
| JAMES MICHAEL KYFFIN RICHARDS | DIRECTOR |
| FRANCIS EDWARD KYFFIN RICHARDS | DIRECTOR |



THE METRO GROUP PLC

LHL BOARD OF DIRECTORS

| | |
|---------------------------------------|----------|
| DR. KANYENJE KARANGAITA GAKOMBE | DIRECTOR |
| SERAH NDUTA MACHARIA | DIRECTOR |
| DR ROBIN MICHIRA MOGERE | DIRECTOR |
| KENNETH GACERU KAIRU | DIRECTOR |

LHL SENIOR MANAGEMENT TEAM

| | |
|---------------------|-------------------|
| MS. FRIDAH KENDI | ADMINISTRATION |
| MR. GEORGE KABUGI | FINANCE |
| MS. LEVINER ANYANGO | HUMAN RESOURCE |
| DR. JOHN GITONGA | OPD DOCTORS |
| DR. STEPHEN GICHUKI | PHARMACY |
| MS. MARY KARIUKI | THEATRE |
| MR. NOVESTUS TUM | RADIOLOGY |
| MS. EUNICE KAGURE | LABORATORY |
| MS. VERONICA KABUI | QUALITY ASSURANCE |
| MS. ANN NJOKI | CREDIT CONTROL |
| MR. FRANKLINE MAINA | IT DEPARTMENT |
| MS. NORAH KANJA | MARKETING |



HEALTH HUMAN RESOURCES

HEALTH HUMAN RESOURCES

Ladnan Hospital Limited has a dedicated team of medical professionals who work hand in hand with visiting consultants towards excellent medical care. Ladnan Hospital has over 30+ visiting consultants registered under the Kenya Medical Practitioners and Dentists Council, 3 medical officers assigned in the Outpatient department and a pool of over 100+ specialists on the panel with admitting rights. Our team of BLS/ACLS certified licensed nurses, healthcare assistants, paramedics, medical officers, pharmaceutical technologists, laboratory technicians, 3 radiographers work as team with the specialists to achieve better medical outcomes.

In HRH, the hospital utilizes their web-based AMS platform together with M-DOC for consultant onboarding as well as tracking of documentation that requires renewal and updates, financial and operational management of the visiting consultants' profiles.

Ladnan has a total of 135 employees.



QUALITY ASSURANCE TOOLS

QUALITY

ASSURANCE

Quality is a core pillar of Ladnan Hospital Limited's operations. The hospital has a dedicated Quality Officer to oversee all quality assurance initiatives, supported by the Metropolitan Hospital Quality Assurance department. The hospital's commitment to international quality standards is demonstrated by its quarterly audits in alignment with international bodies. It also aligns with the Kenya Quality Model for Health (KQMH). Key tools used at Ladnan Hospital Limited include UpToDate for clinical support and the use of ICD-11, which is integrated into the AMS system for accurate coding. The hospital aims for accreditations and certifications that showcase its leadership in patient safety and service excellence, a commitment that includes ongoing staff training.

FINANCIAL & ECONOMIC IMPACT

Ladnan Hospital's financial and economic strategy is designed to create significant value for the community and our stakeholders.

Our operations are grounded in fiscal responsibility and are supported by The Metro Group PLC, a public company. This structure ensures transparent and accountable governance. By leveraging advanced systems for financial and operational management, we maintain a lean and efficient business model that directly contributes to the local economy through our commercial activities and partnerships.

STRATEGIC VISION

Our strategic vision is in establishing Ladnan Hospital as a leader in specialized, patient-centric healthcare. We are committed to continuous facility upgrades to provide quality and affordable medical care. This includes leveraging advanced technology to enhance our services. Our departmentalized Hospital Management Information System (HMIS) has supported our transition into the start of the paperless era in records management, ensuring efficient and confidential management of patient data. Furthermore, our comprehensive AMS platform manages nearly all hospital operations, from patient ticketing and claims management to accounts and inventory, demonstrating our commitment to a technologically advanced and efficient future.

We look forward to integration of M-DOC with our web based HMIS system which will reduce manual inputs and directly reducing errors.



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