

	Overall	PHUs	Non-PHUs	P value
	(n=267,838)	(n=5316)	(n=262,522)	
Total gross bill from 2020 to 2022				
Mean (SD)	6140 (15,800)	56,200 (54,500)	5120 (11900)	<0.001
Median [Q1, Q3]	1430 [440, 5250]	41,100 [25,900, 68,200]	1360 [430, 4820]	
Inpatient admissions, no. (%)	71,931 (27)	4737 (89)	67,194 (26 %)	<0.001
Total inpatient gross bill from 2020 to 2022				
Mean (SD)	14,300 (24,900)	43,800 (54,800)	12,000 (19,200)	<0.001
Median [Q1, Q3]	6720 [2850, 16,400]	29,600 [13,700, 56,100]	6100 [2710, 14,600]	
Total no. of inpatient admissions from 2020 to 2022				
Mean (SD)	1.78 (2.02)	5.34 (5.12)	1.53 (1.25)	<0.001
Median [Q1, Q3]	1.00 [1.00, 2.00]	4.00 [2.00, 7.00]	1.00 [1.00, 2.00]	
Urgent admissions from 2020 to 2022				
Mean (SD) of total no.	1.40 (1.71)	4.28 (4.29)	1.19 (1.09)	<0.001
Mean (SD) of proportion	79.4 (37.4)	80.3 (29.8)	79.4 (37.9)	<0.001
Total no. of inpatient admissions with surgery encounter from 2020 to 2022				
Mean (SD)	0.491 (0.822)	1.36 (1.86)	0.429 (0.650)	<0.001
Total no. of inpatient LOS from 2020 to 2022				
Mean (SD)	10.3 (20.1)	34.3 (39.8)	8.49 (16.4)	<0.001
Median [Q1, Q3]	4.00 [2.00, 10.0]	21.0 [9.00, 45.0]	4.00 [2.00, 8.00]	
Patients who stayed in A ward ¹ , no. (%)	495 (0)	67 (1)	428 (0)	<0.001
Total no. of inpatient LOS in class A from 2020 to 2022				
Mean (SD)	2.74 (3.20)	4.18 (4.94)	2.51 (2.77)	0.0121
Median [Q1, Q3]	1.00 [1.00, 3.00]	2.00 [1.00, 4.50]	1.00 [1.00, 3.00]	
Patients who stayed in B ward ² , no. (%)	7348 (3)	945 (18)	6403 (2 %)	<0.001

	Overall	PHUs	Non-PHUs	P value
	(n=267,838)	(n=5316)	(n=262,522)	
Total no. of inpatient LOS in class B from 2020 to 2022				
Mean (SD)	3.60 (6.87)	7.00 (12.6)	3.09 (5.37)	<0.001
Median [Q1, Q3]	1.00 [1.00, 3.00]	3.00 [1.00, 7.00]	1.00 [1.00, 3.00]	
Patients who stayed in C ward ³ , no. (%)	57,752 (22)	4430 (83)	53,322 (20)	<0.001
Total no. of inpatient LOS in class C from 2020 to 2022				
Mean (SD)	10.6 (20.1)	32.5 (38.0)	8.77 (16.5)	<0.001
Median [Q1, Q3]	4.00 [2.00, 10.0]	20.0 [8.00, 43.0]	4.00 [2.00, 9.00]	
Patients who stayed in ICU ⁴ or HD ⁵ ward, no. (%)	3308 (1)	466 (9)	2842 (1)	<0.001
Total no. of inpatient LOS in ICU or HD from 2020 to 2022				
Mean (SD)	12.2 (19.1)	17.4 (25.0)	11.3 (17.8)	<0.001
Median [Q1, Q3]	6.00 [3.00, 12.0]	9.00 [5.00, 18.8]	5.00 [3.00, 11.0]	
ED visits, no. (%)	159,736 (60)	4782 (90)	154,954 (59)	<0.001
Total ED gross bill from 2020 to 2022				
Mean (SD)	855 (1320)	3170 (4590)	784 (990)	<0.001
Median [Q1, Q3]	533 [354, 922]	2180 [1140, 3830]	524 [350, 875]	
Total no. of ED visits from 2020 to 2022				
Mean (SD)	1.79 (2.83)	6.20 (12.3)	1.65 (1.74)	<0.001
Median [Q1, Q3]	1.00 [1.00, 2.00]	4.00 [2.00, 7.00]	1.00 [1.00, 2.00]	
Total no. of self-referred visits from 2020 to 2022				
Mean (SD)	1.22 (2.68)	4.82 (11.9)	1.11 (1.62)	<0.001
Median [Q1, Q3]	1.00 [0, 1.00]	3.00 [1.00, 6.00]	1.00 [0, 1.00]	
Percentage of self-referred visits from 2020 to 2022				
Mean (SD)	65.2 (44.3)	73.9 (31.4)	64.9 (44.6)	0.689
Outpatient visits, no. (%)	214,142 (80)	5295 (100)	208,847 (80)	<0.001
Total outpatient gross bill from 2020 to 2022				
Mean (SD)	1840 (3050)	11,900 (8850)	1580 (2200)	<0.001
Median [Q1, Q3]	801 [261, 2100]	10,800 [6040, 15,400]	761 [253, 1940]	
Total outpatient from 2020 to 2022				
Mean (SD)	10.9 (16.1)	60.3 (42.9)	9.65 (12.4)	<0.001
Median [Q1, Q3]	5.00 [2.00, 13.0]	51.0 [32.0, 77.0]	5.00 [2.00, 12.0]	
Specialist outpatient clinics, no. (%)	214,142 (80)	5295 (100)	208,847 (80)	<0.001

	Overall	PHUs	Non-PHUs	P value
	(n=267,838)	(n=5316)	(n=262,522)	
Actualised visits				
Mean (SD) of total no.	8.40 (11.5)	40.1 (32.2)	7.57 (9.07)	<0.001
Mean (SD) of percentage	84.7 (19.7)	67.7 (16.6)	85.1 (19.6)	<0.001
Walk-in visits				
Mean (SD) of total no.	5.24 (7.67)	20.1 (17.7)	4.52 (5.94)	<0.001
Mean (SD) of percentage	36.3 (25.5)	33.4 (16.7)	36.4 (25.8)	0.0026
No-show visits (denominator: actualised + no show)				
Mean (SD) of total no.	2.95 (3.62)	8.37 (9.39)	2.73 (2.97)	<0.001
Day surgery, no. (%)	56,923 (21)	3062 (58)	53,861 (21)	<0.001
Total day surgery gross bill from 2020 to 2022				
Mean (SD)	3070 (3250)	5300 (4910)	2950 (3080)	<0.001
Median [Q1, Q3]	2130 [935, 3770]	3770 [1860, 7480]	2080 [915, 3690]	
No. of day surgery				
Mean (SD)	1.61 (1.11)	2.58 (1.96)	1.55 (1.01)	<0.001
Median [Q1, Q3]	1.00 [1.00, 2.00]	2.00 [1.00, 3.00]	1.00 [1.00, 2.00]	
HD: high dependency; ICU: intensive care unit; LOS: length of stay; SD: standard deviation; PHUs: persistent high utilities ^a A ward: most expensive option—private room with no government subsidy. ^b B ward: moderately priced—shared room (4–6 beds) with partial subsidy. ^c C ward: most affordable—basic shared room (8–10 beds) without air-conditioning and with the highest subsidy. ^d ICU ward: specialised unit providing close monitoring and life support for critically ill patients, with the highest level of care and staffing. ^e HD ward: provides a higher level of care than general wards for patients who are stable but still require close monitoring and medical support.				