
Making a difference through health

How PwC is helping to change lives

Impact case studies



Introduction

Making a difference through health

PwC's purpose is to "build trust in society and solve important problems." Our Partners and staff demonstrate a commitment to this purpose every day in the work we do with our Health Services clients. We do so because of a deep and passionate recognition of the importance of health to society – because health matters.

In a world facing massive health challenges and an industry undergoing profound disruption, we are active participants in helping businesses, governments and individuals through the transition to a new health economy. In doing so we strive to:

- support the improvement of health and well-being around the world;
- build trust in the health system;
- solve complex health problems so that better and more sustainable health systems emerge; and
- have a positive impact on society.

This collection of case studies is an example of just a few engagements that show our strong desire to make a difference.

It is a privilege to work with clients from across the health spectrum – from providers to payers, medical device companies, governments and NGOs, and healthcare new entrants drawn from a wide spectrum of other industries – to help solve their most challenging issues and to allow them to take advantage of the opportunities opening up. It is also heartening to know that we are having a positive impact and making a difference to the lives of people around the world.



Patrick Figgis

PwC Global Leader, Health Services

One happy island: Reducing diabetes and improving health in the Caribbean

Background

Aruba is a small island in the southern Caribbean Sea and is part of the Kingdom of The Netherlands. Aruba enjoys one of the highest standards of living and lowest unemployment rates among its Caribbean neighbours.¹

The Aruban health care insurer (AZV) is the sole insurer for the island's population of 112,000 inhabitants. The Aruban hospital Dr. Horacio E. Oduber Hospitaal (HOH) is located near Oranjestad, Aruba's capital, and has a capacity of 290 beds with an average occupation rate of 78.8% in 2014. HOH's ambition is to belong to the best regional hospitals and to provide regional and in particular cases sub-regional care.²

The first phase of our work, carried out from 2012 to 2014, consisted of defining and implementing a diabetes registration system.

The issue

Surprisingly, Aruba suffers one of the highest percentages of diabetes in the world; 16.24% of the Aruban population suffer from diabetes, versus 8.33% globally.³ Through the combination of data from various health care stakeholders it was estimated that 57% of the diabetes patients are currently unknown or hidden from within the health care system. The issue with these patients is that they emerge in the hospital in the late stages of their condition and have already become in need of radical treatment.

Due to the dominant tourist industry, consisting of mainly US and Dutch tourists, the Arubans have access to all modern supermarkets and convenience foods. However, since Aruba is an island, healthy and fresh food are relatively expensive.

Combined with the fact that the native cuisine of Aruba has a Caribbean or Creole basis where food is frequently deep-fried, the effects of this run through everyone's average daily life.

Practically all Arubans encounter diabetes and obesity in their lives. Many have friends or relatives who have lost limbs or have become immobile as a result of their condition.

What did PwC do?

The Aruban Health Insurer, the hospital and the government asked PwC to help in the assessment of the gravity of the issue and understand what this meant to their people and economy.

The first phase of our work, carried out from 2012 to 2014, consisted of defining and implementing a national system for making quality and efficiency of healthcare transparent. The system chosen and implemented focused on "diagnose related groups"; it combines information about patients, diagnoses and treatments, with the goal of assessing performance/activity based funding needs.

The generated data from the newly implemented registration system revealed alarmingly high numbers of complications linked to either diabetes and/or obesity and illustrated just how much strain diabetes puts onto the Aruban economy and its healthcare system.

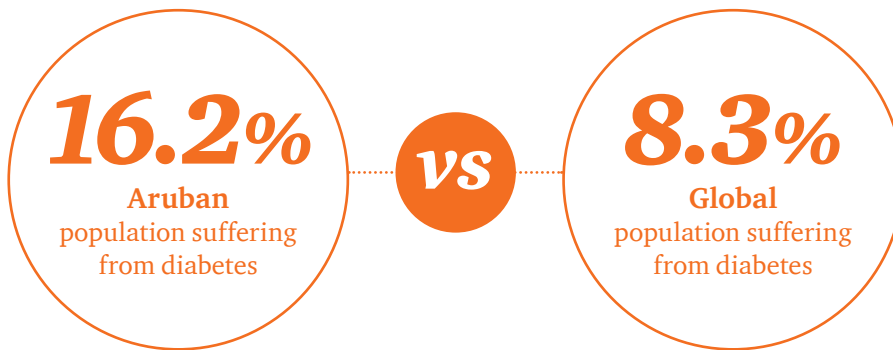
Since 2014 PwC has closely collaborated with both health care providers as well as insurers to tackle the consequences of diabetes on the average life of the Arubans. Our approach was to elaborate and further develop the connections between healthcare providers by introducing and implementing a multi-disciplinary treatment of diabetes.

Through the network of PwC Netherlands we were able to bring expertise to the island by providing a subject matter specialist on multi-disciplinary diabetic care. Together we are redesigning the treatment process of diabetes. Through our work with the Aruban authorities and hospital we strive towards the goal of establishing a treatment that reduces the escalations of a patient's condition into severe complications, consequently reducing the associated costs of traumatic treatment.

1 CIA World Factbook <https://www.cia.gov/library/publications/the-world-factbook/geos/aa.html>

2 <http://www.arubahospital.com/index.php/about-hoh>

3 International Diabetes Foundation



Source: International Diabetes Foundation

What impact did we make?

A healthier Aruban population; through our work we have provided ways to improve the health care system and captured key medical data. Already we have traced numerous previously unknown sufferers of diabetes and established new protocols.

In addition to increasing the knowledge of medical professionals through intensified dialogue-through-connection and education, our work has helped increase the quality of treatment and service to diabetic patients. This means general practitioners can better monitor their patients, are better equipped to ensure treatment takes place and have access to medical data from specialists, pharmacists and laboratories through integrated technology protocols.

Patients receive coordinated care from their own general practitioner who is connected to the right expertise and there is now an integrated network generating key diabetes data. We have helped connect stakeholders and put in place nationwide coordinated steps for improvement in the health of the Aruban population.

Five years on


We believe that by 2020 the work we have brought to Aruba will have contributed to achieving a significant reduction in diabetes suffered by the Aruban people. The best scenario would be a drop from 16.4% to below the average of the world population suffering from diabetes; all hidden patients will be discovered and will be treated according to the multi-disciplinary protocol.


By benchmarking the process to Canadian processes, it is calculated that by 2025 the primary five complications from diabetes will potentially be reduced by 56% on average (see sidebar).


Currently we are also making preliminary steps towards primary prevention and similar treatments for other chronic conditions like heart failure and obesity. Together with the Aruban people and healthcare stakeholders on the island we strive towards increasing our impact on the island.

Besides the benefits generated within the health care system itself, it is calculated that significant macro-economic benefits will be gained additionally. Employers will be able to better deploy their workforce with less absenteeism and fewer cases of amputation. Next to this, the government itself will see a reduction in welfare payments. The macro-economic potential factors at 2.4 times the reduction in complications.


Potential reduction of complications as a result of integrated diabetic care

Dialysis
 **-56%**
AWG9,1M

Diabetic foot
 **-62%**
AWG2,4M

Heart failure
 **-56%**
AWG1,4M

CVA
 **-44%**
AWG0,7M

Eye & kidney damage
 **-62%**
AWG0,3M

Source: HOH data benchmarked with data from the Canadian Institute for Health Information

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