

**SANLAM**  
BENCHMARK 2024

**ACCELERATING**  
A BETTER WORKING  
SOUTH AFRICA





# Taking HealthCare into the Future through **an integrated approach**



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# Wealth and Health

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## Health is the New Wealth

**We've spoken a lot today about wealth creation and wealth protection**

**We look after ourselves financially**

**We are responsible**

## How about our Health?

**So many people behave as if it is not important...**

**Are we irresponsible?**

**Let's look at healthcare into the future...**

**Where we are now, and how did we get here**

***There are smarter ways than my words to get the message across and  
there must be graphics to support those words***





# Taking Medication Regularly

## Why should we get it right?

Improving medication compliance can have impact on reducing healthcare costs

# 10%<sup>1</sup>

A large BMJ study researching the economic impact of medication non-adherence across different disease groups found that **10% of hospitalisations are attributed to medication non-adherence**, with typical non-adherence patients requiring **three extra medical visits per year**

# 23%<sup>2</sup>

A study published in the journal Health Affairs found that **improved medication adherence led to a 13% reduction in total healthcare costs** for patients with chronic conditions. The study also found that improved adherence led to a **23% reduction in hospitalization costs**.

# 28%<sup>3</sup>

A study published in the journal PLoS One found that the **risk of hospitalization was 28% lower for patients with comorbidities who were adherent to their medications** than for patients who were not adherent to their medications.

Improved medication adherence and better managed chronic patients can lead to reduced long-term funding costs in a number of ways:



Preventing complications and hospitalisations



Reducing the need for other healthcare services



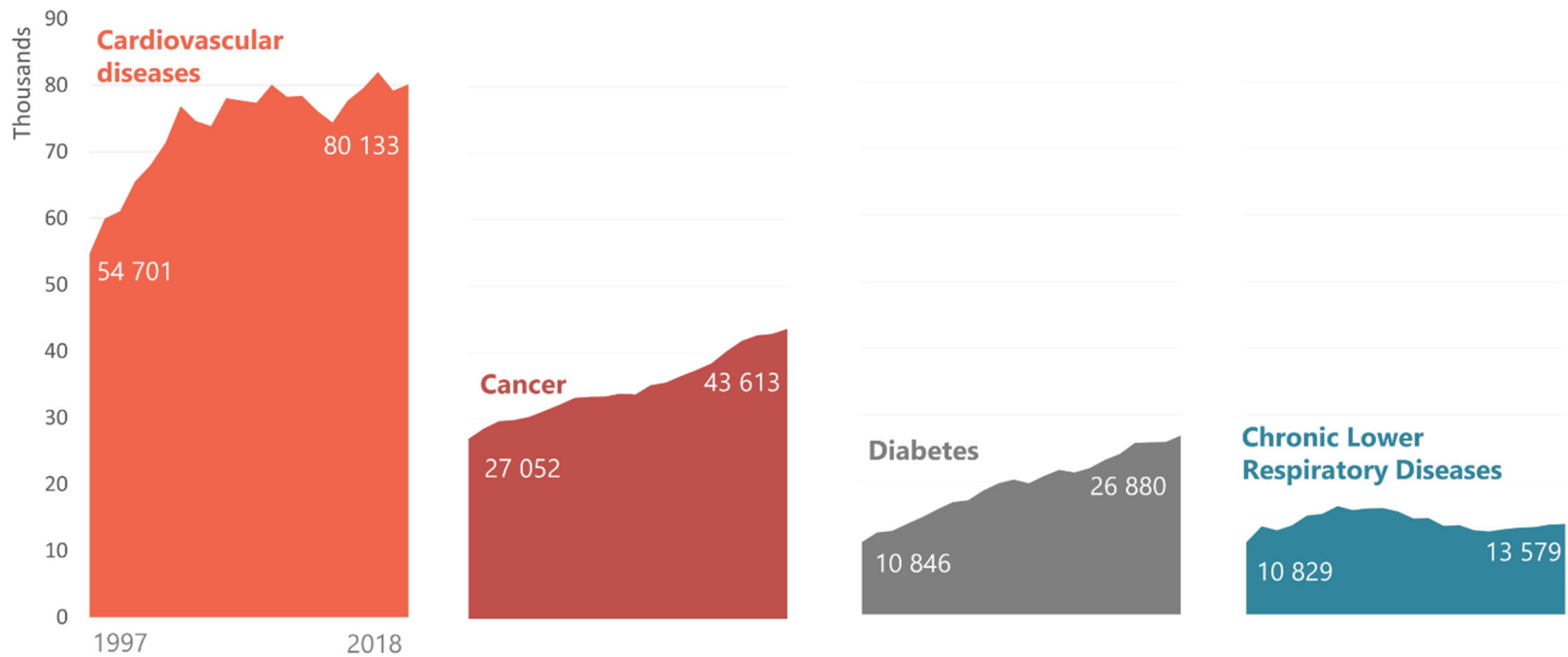
Improving quality of life, reducing healthcare costs in the long-term



# Where are we now?

Deaths due to noncommunicable diseases, comprising **cardiovascular diseases**, **cancer**, **diabetes** and **chronic lower respiratory diseases** increased by 58,7% over 20 years, from a total of 103 428 in 1997 to 164 205 in 2018.

Deaths due to major noncommunicable diseases over a 20-year period: 1997-2018



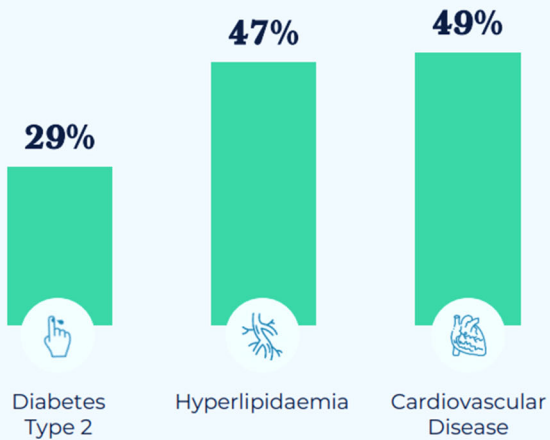
Source: Non-communicable diseases in South Africa: Findings from death notifications 2008 – 2018

# Chronic Illness Diagnosis

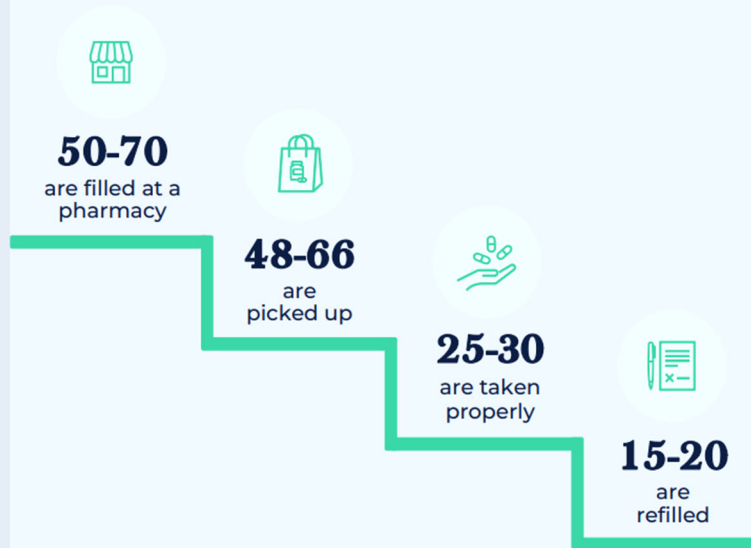


Medication compliance remains a problem amongst the chronically ill

Medication compliance rate in the top 3 chronic conditions<sup>1</sup>



Of every 100 scripts written<sup>2</sup>:



## Why do we get it wrong?

- ⊗ Denial
- ⊗ Fear
- ⊗ Time constraints
- ⊗ Financial
- ⊗ It won't happen to me



# Who is Pharmacy Direct?

Where do patients find support to help them get it right?

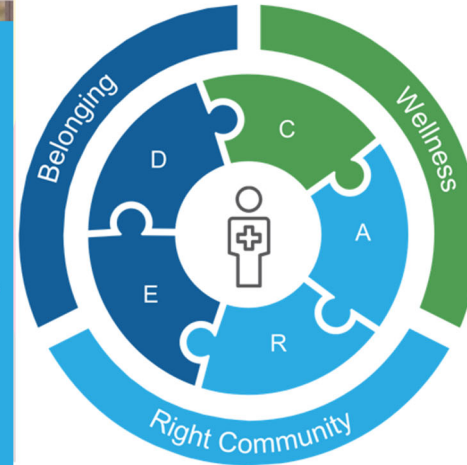
## AFROCENTRIC



### Why Us?

With a Blue Zone mentality, we believe that an integrated patient journey is the foundation to improving patient outcomes and longevity, reducing healthcare claims and cost, increasing workforce productivity, and changing the culture of well being in the community.

With an integrated patient journey, we can ensure that each patient is **CARED** for. This allows for the **ongoing management of a member/patient's healthcare** throughout their journey ensuring that care is personalised to **their unique medical needs and goals**. Our Pharmacists work closely with patients and their healthcare team to ensure the treatment plan is consistent and coordinated which improves overall patient care.



- C** **Check – Wellness**  
Through comprehensive wellness checks, risks are identified earlier and can be managed.
- A** **Analyse and Diagnose – Doctors Network**  
Our large Healthcare Network provides patients with access to Doctors where they can get the correct diagnosis and treatment plan.
- R** **Ratify and Receive Care – Medicine Management**  
Patients can then access the Chronic Medicine Benefit to access medication specific to their condition.
- E** **Educate, Encourage, Empower – Disease Management**  
Patients gain access to health coaches who assist in coordinating access to appropriate care as well as educate, encourage and empower around health and wellness.
- D** **Dispense and Delivery – Pharmacy Direct**  
Patients will have their medication delivered conveniently to them while receiving personalised care, and expert knowledge to ensure they get the medication they need.

# Who is Pharmacy Direct?



## What We Do

Pharmacy Direct creates a community for patients, their families and their care givers to easily manage their chronic condition, feeling supported, loved and cared for throughout their health journey.

**Caring, Reliable and Affordable**



### Specialised Medication

**Specialty Medication**  
We offer a variety of medications and devices that are only available through a specialty pharmacy and require special storage and/or handling

**9 000**  
Scripts processed daily

**180 000**  
Prescriptions a month



### Personalised and Coordinated Care

**Multiple Channels of Care**  
WhatsApp | Phone | Email | Web

**31**  
Pharmacists providing personalised care and support

**Personalised Reminders**  
Personalised reminders are sent to patients to renew scripts when due

**Enable Medication Adherence**  
Automated 28-day delivery cycles with direct deliveries to a patient's address of choice (home, work or holiday home)

**Seamless Process**  
Seamless integration with medical schemes to authorise claims and easy-to-use options for co-payments



### Affordable and Accurate Medication

**26%**  
Dispensing Fee

**R0**  
Delivery Fee on Chronic Medication

**R0**  
Administration Fee

**R0**  
Delivery Fee on Webstore Orders with Chronic Medication

**Care**  
Thoughtful packaging to make the patient/member feel cared for and supported



### Delivery of Medication

**24 to 48H**  
Prescription Processing  
**99.9%**  
On-time delivery service record

**Multiple**  
Delivery options

**9**  
Delivery to all nine provinces

**154**  
Patients in high-risk areas that are delivered medication every month on time

**6132**  
Patients in rural areas that are delivered medication every month on time





# Pharmacy Direct – CCMDD

## Main Objectives of the CCMDD program:

- ⊗ Improved access to chronic medicines
  - ⊗ Improved quality of care and service delivery
  - ⊗ Improved treatment adherence
  - ⊗ Improved supply chain processes
  - ⊗ Improved availability of reliable data to inform decision-making at:  
Facilities, Service Providers, Pick up Points
  - ⊗ Reduced workload for public health facilities and healthcare workers
  - ⊗ Reduced patient waiting times and better time management
  - ⊗ Decongestion of health facilities through the use of alternative Pick up Points
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- ✓ Pharmacy Direct is one of biggest CCMDD Service provider, rendering dispensing and distribution services to **Five** provinces (GP, KZN, Limpopo, N/West and N/cape)
  - ✓ More 2.5 million active patients and distributing average of 600K parcels per month
  - ✓ BHF recognized the ACCESS by awarding Pharmacy Direct with a Titanium Award



# Pharmacy Direct

## 20 years and counting



### Healthcare Revolution

The events, implementing the dispensing robots and launching the webstore, as they have unfolded, have shown how fast we can adapt, and have demonstrated that we can move faster and act in more efficient ways than we thought.

**Caring, Reliable and Affordable**

Telepharmacy and Remote Medication Delivery ✓

Personalised Medication Plans ✓

Provider-Patient Communication Platforms ✓

**Delivery**

Intelligent Medication Dispensers ✓

Remote Monitoring and Health Sensors ✓

Robotic Home Healthcare Assistants

**Tech**

Behavioral Health Integration ✓

Gamification and Incentive Programs

Patient Education and Empowerment ✓

**Behaviour**

Data-driven Decision Making ✓

Addressing Health Disparities ✓

Continuous Quality Improvement ✓

**Data**

✓ Implemented at Pharmacy Direct



# Non-traditional Retail Innovation

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