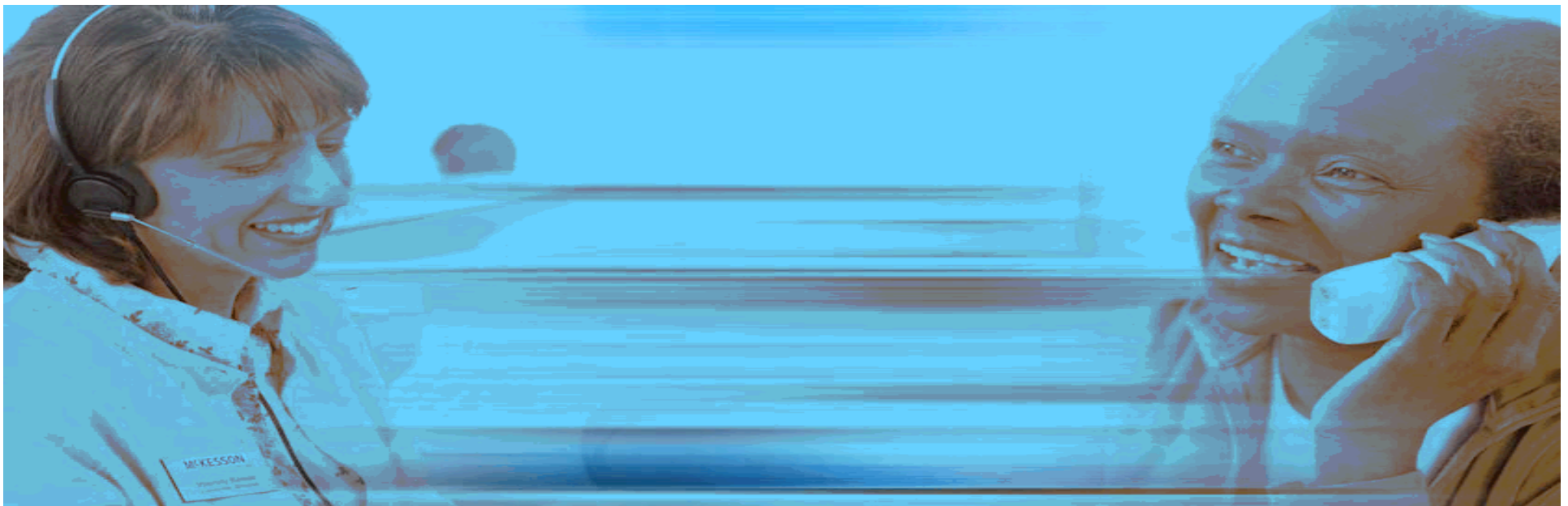


Realizing IT's Promise to Improve Health Care

Presentation by Lois Scott, Vice President CareEnhance Solutions

20 October 2010



Clinical and Business
Solutions

Supply
Solutions

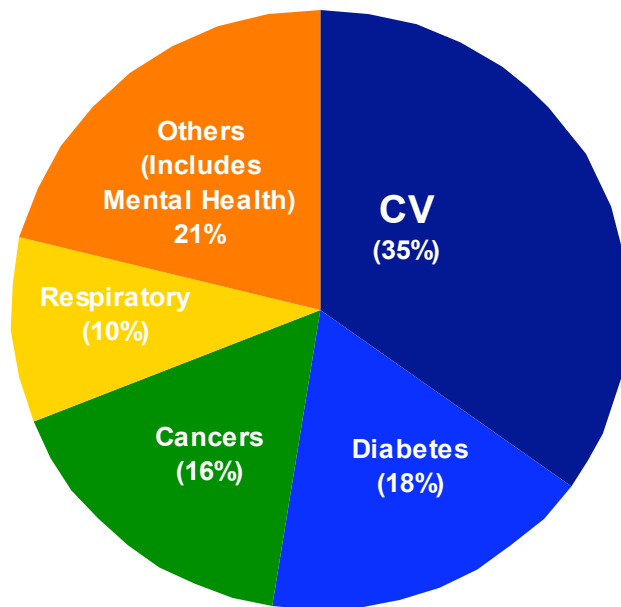
Technology and Information
Solutions

- Problems, Challenges, and Issues
- McKesson's Chronic Disease Management Solution
- CDM Care Challenges
- McKesson's CDM Outcomes

\$80B of Canadian healthcare costs; forecasted to double by 2016

What are Chronic Diseases?

- Mostly incurable with prolonged clinical course
- Contributing factors include genetics, environment & lifestyle
- Often have long asymptomatic periods where disease is undiagnosed
- Often can be successfully managed with a combination of pharmaceutical therapies & lifestyle changes

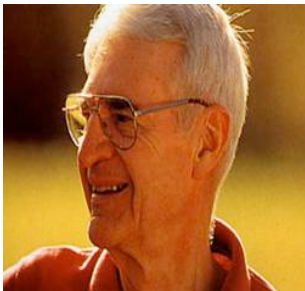


The Cost of Chronic Diseases

- 77% of men and 85% of women > 65 years of age experience at least one chronic condition
- In Canada, Chronic Disease Care accounts for:
 - ▶ 67% of direct health care costs
 - ▶ 60% of indirect costs
 - ▶ 87% of disability
 - ▶ 50% of Emergency Department visits
 - ▶ 1 or more inpatient admissions & 5 or more other health care interventions annually

Overview of McKesson's CDM Solution

Patient Centric Program



- Patient Empowerment
- Self Help/Care Focus
- Easy 24/7 Access
- Co-morbidities approach

Community Involvement



- Support Groups & Services
- Service Advisory Committee
- Stakeholder Outreach
- Easy Access to Website

Health Care Provider Friendly



- Effective & Ongoing Communication
- Comprehensive Reporting
- Patient & Professional Portals

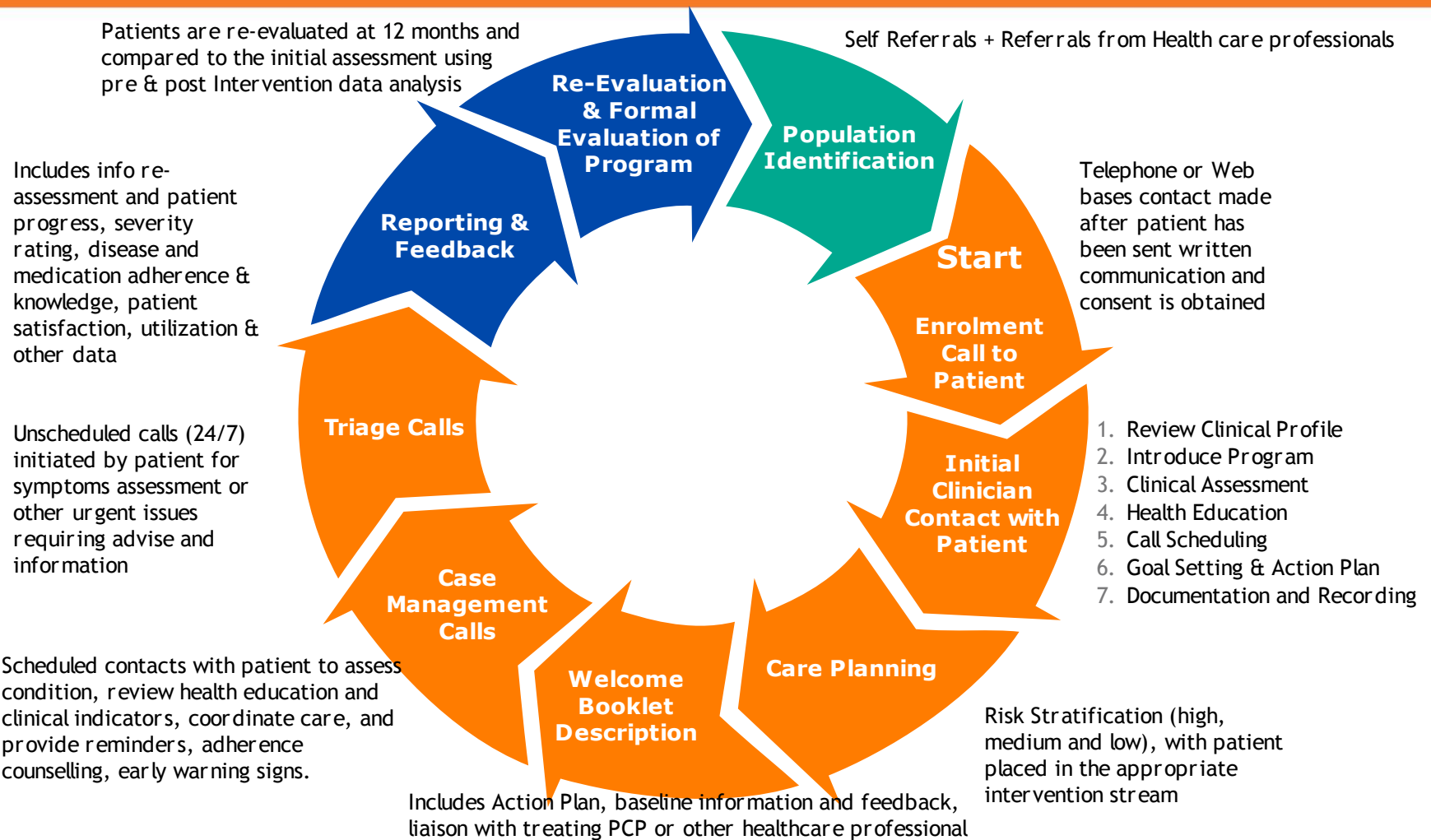
More Efficient Healthcare Spend



- Proven outcomes, lower cost
- Increased patient throughput
- Future cost avoidance
- Extensive patient & outcomes data

“Planning, counseling & follow up care do not require the expertise & skills of physicians and can be done by others” – OMA, 2009

McKesson Canada's Typical CDM Service



Fundamental Challenge: Paradigm Shift

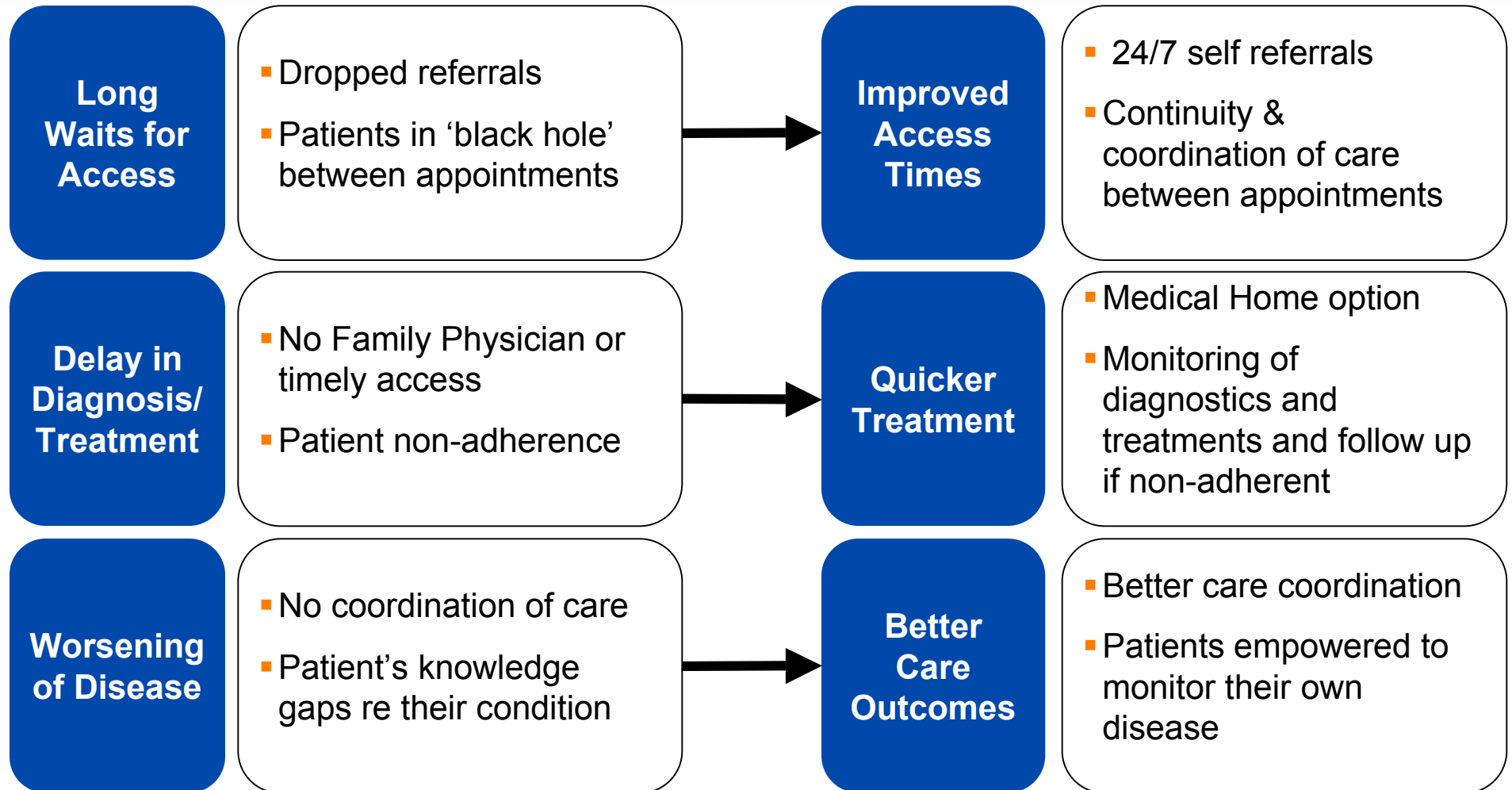
Traditional

- Provider Focused
- Illness Focused
- Institutional Based
- Episodic Care
- Patient Compliance
- Provider Decisions

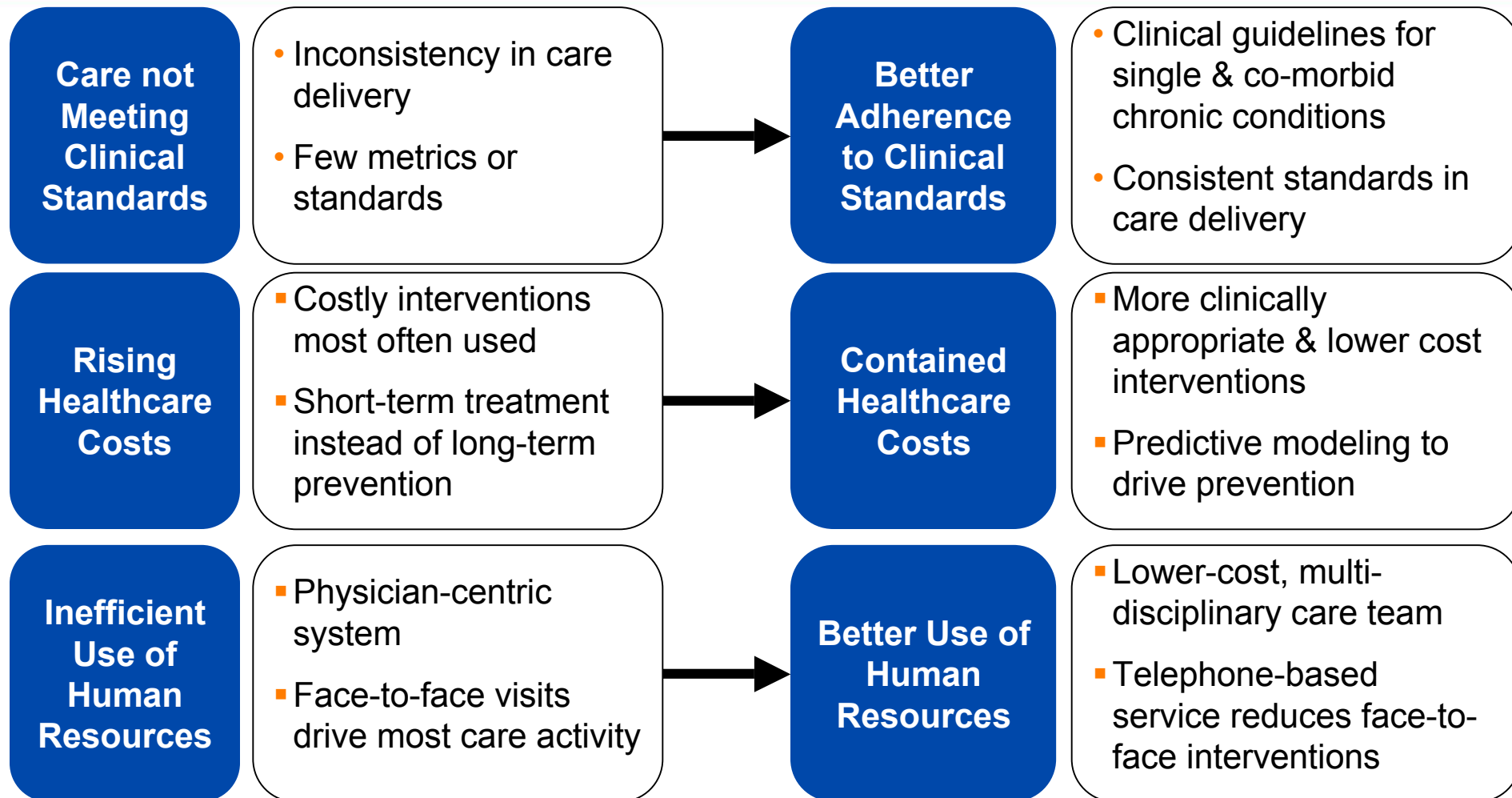
CDM–Focused Model

- Patient & Family Focused
- Wellness & Coping Strategies
- Community & Home-Based Care
- Continuum of Care
- Self Management Coaching Focused
- Multi-disciplinary, evidence-based decisions with patient as part of the team

Challenges re Quality Chronic Disease Care



Patient Care: Before and After Implementation of CDM (cont'd)



Outcomes Achieved by McKesson's US Diabetes CDM Programs

Utilization Outcomes	Patient Satisfaction Outcomes
<ul style="list-style-type: none"> ▪ Up to 24% decrease in inpatient hospitalizations ▪ Up to 45% decrease in ED visits ▪ Up to 16% decrease in outpatient facility visits ▪ Average \$1,300 net savings per person per year ▪ ROI of up to \$4.34 : 1 	<ul style="list-style-type: none"> ▪ Overall satisfaction with program: 93% ▪ Nurses' understanding of symptoms & concerns: 95% ▪ Education & support provided by McKesson nurses: 93% ▪ Comfort level speaking with the nurses: 94% ▪ Recommend the program to a friend: 95%
Clinical Outcomes	Primary Care Provider Satisfaction Outcomes
<ul style="list-style-type: none"> ▪ 51% increase in ASA therapy ▪ 240% increase in those with lipid lowering prescriptions ▪ 45% increase in HA1C Tests ▪ 53% decrease in symptoms of hypoglycemia 	<ul style="list-style-type: none"> ▪ Overall satisfaction with program: 86% ▪ Refer other patients: 89% ▪ Satisfied with the clarity & completeness of information provided: 90% ▪ Believe program improves patient compliance with best practice recommendations: 94% ▪ Believe program helps patients communicate with health care professionals about symptoms & concerns: 94%

Sources: "Diabetes Disease Management in a Community-Based Setting" Managed Care 2002, Medimedia USA, 2001; Washington Department of Health

McKesson Canada's CDM Best Practices Applied to Mental Health

Outcomes

- Enhanced & more timely access to 24/7 mental health services, particularly for rural & culturally diverse populations
- Standardized approach to assessment & referral
- Improved clinical outcomes (both symptomatic and functional)/improved compliance with drugs & treatment plans
- Patient satisfaction over 90%
- Significant decrease in psychological distress & improved well being
- Improved support for Patient's PCP and/or Psychiatrist
- Effective integration with other community-based health care providers
- More efficient use of available mental health care resources

- Mental Health Assessment/Triage
- Crisis Intervention & Response Coordination
- 24/7 Support Line (Patient & Families)

- Relapse Prevention
- Post Hospitalization Discharge Support

- Counselling
- Case Management
- Addictions Helpline (Smoking, Gambling)
- Behavioural Modification (Addictions)

McKesson's Mental Health CDM delivered value to the Australian health system

AUDITOR-GENERAL'S REPORT
PERFORMANCE AUDIT
Emergency Mental Health Services
NSW Department of Health



“More accurate and complete data on patients & service demand; standardization of assessment and referral processes; better quality assurance mechanisms; and established performance criteria are some of the benefits...”

- Auditor General's Report on McKesson's Mental Health CDM program in New South Wales, Australia

Questions/Comments

Next Steps

MCKESSON
Canada



Thank You!

McKESSON

Canada

Empowering Healthcare

Lois Scott

Vice President, Clinical Solutions

506.532.4560, lois.scott@mckesson.ca

The Information contained in this document is proprietary to McKesson Canada.
©2010 McKesson Canada, All rights reserved.