



MEDAVIE

Reshaping Healthcare Service And Delivery

BERNARD LORD

Chief Executive Officer, Medavie



Who We Are



6,400+ PROFESSIONALS

Employed and managed



NATIONAL

Serving clients from coast-to-coast
with operations in most provinces



2.9+ MILLION COVERED

Providing health benefits to
nearly 1 in 12 Canadians



\$3.8+ BILLION

Annual claims administered



2.4+ MILLION SERVED

Managing EMS services for nearly
1 in 15 Canadians



1 MILLION+

Annual medical contacts with
patients

OUR MISSION

To improve the wellbeing of Canadians

OUR VISION

A leading health solutions partner

WE EXCEL BY LIVING OUR VALUES

Caring Accountable Responsive
Innovative Community-minded

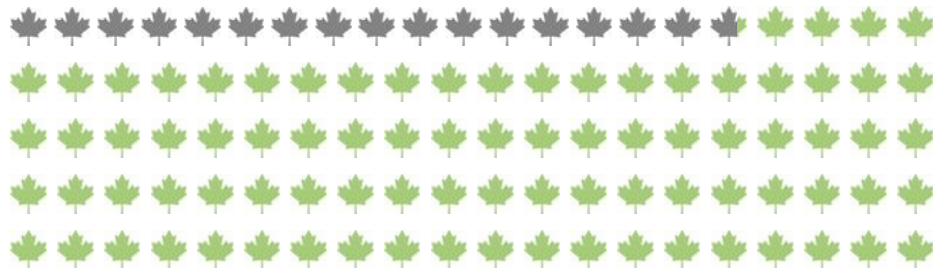
The Case for Change

In 2016-2017,

4,800,000 people

reported that they did not have a regular health care provider

15.8% OF CANADIANS



EMERGENCY DEPARTMENT WAIT TIMES INCREASED:

11%

Year-over-year

17%

In five years

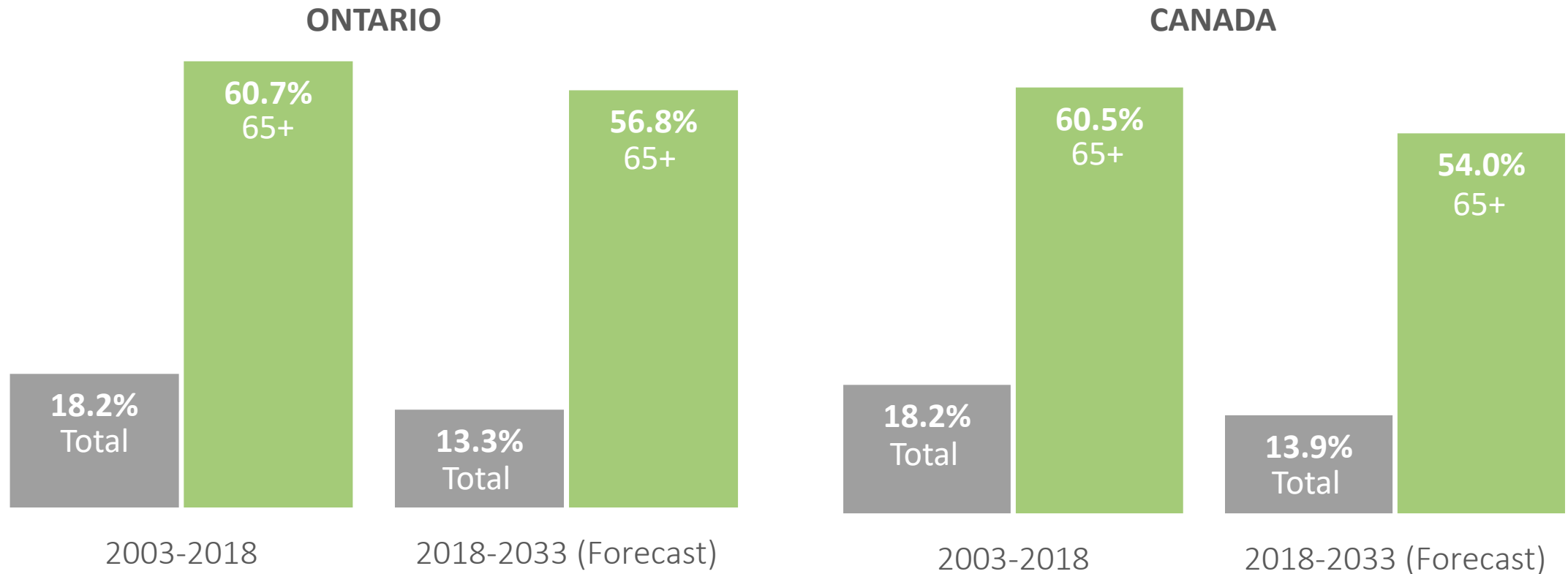
MOST PEOPLE DID NOT NEED TO BE ADMITTED:

9 out of 10

Left within 7.8 hours

We Are Growing Older

Population Growth

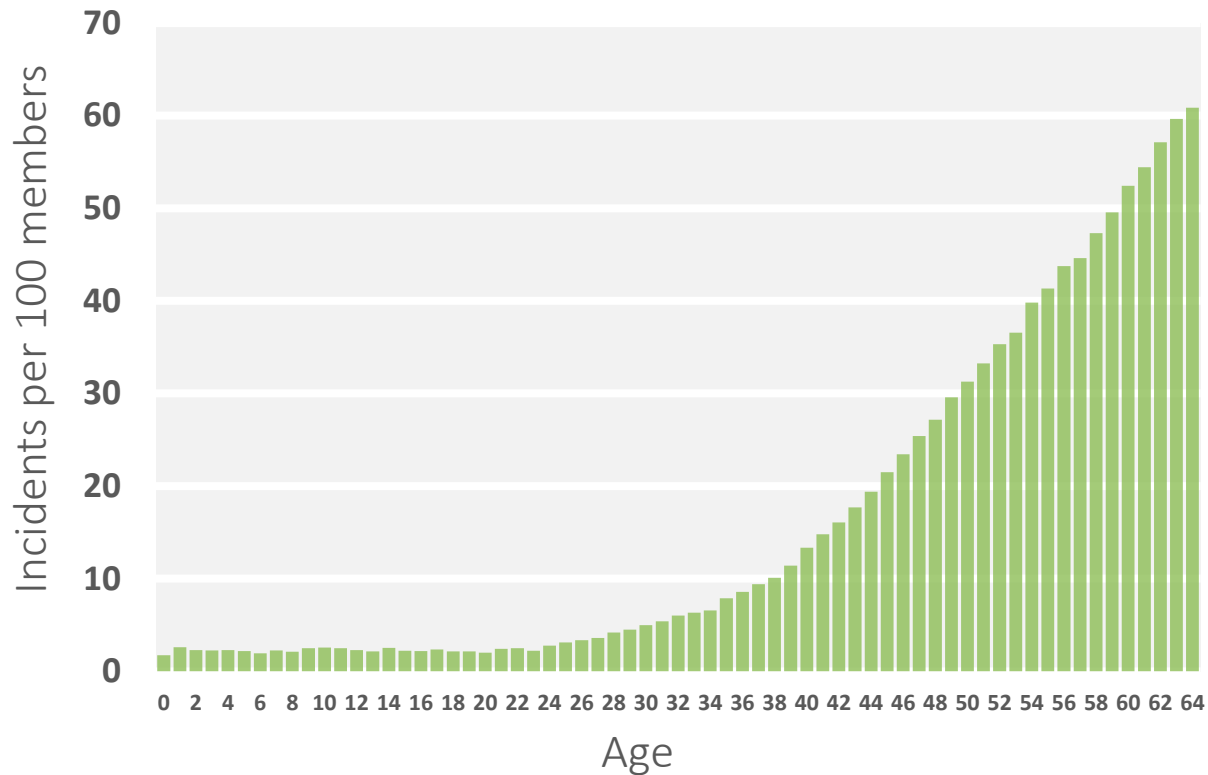


Source: Statistics Canada, Census of Population, 1851 to 2016. Statistics Canada, Population Projections for Canada (2013 to 2063), Provinces and Territories (2013 to 2038), 91-520-X, for the data from 2017 to 2036.
<https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/pyramid/pyramid.cfm?type=1&geo1=01>

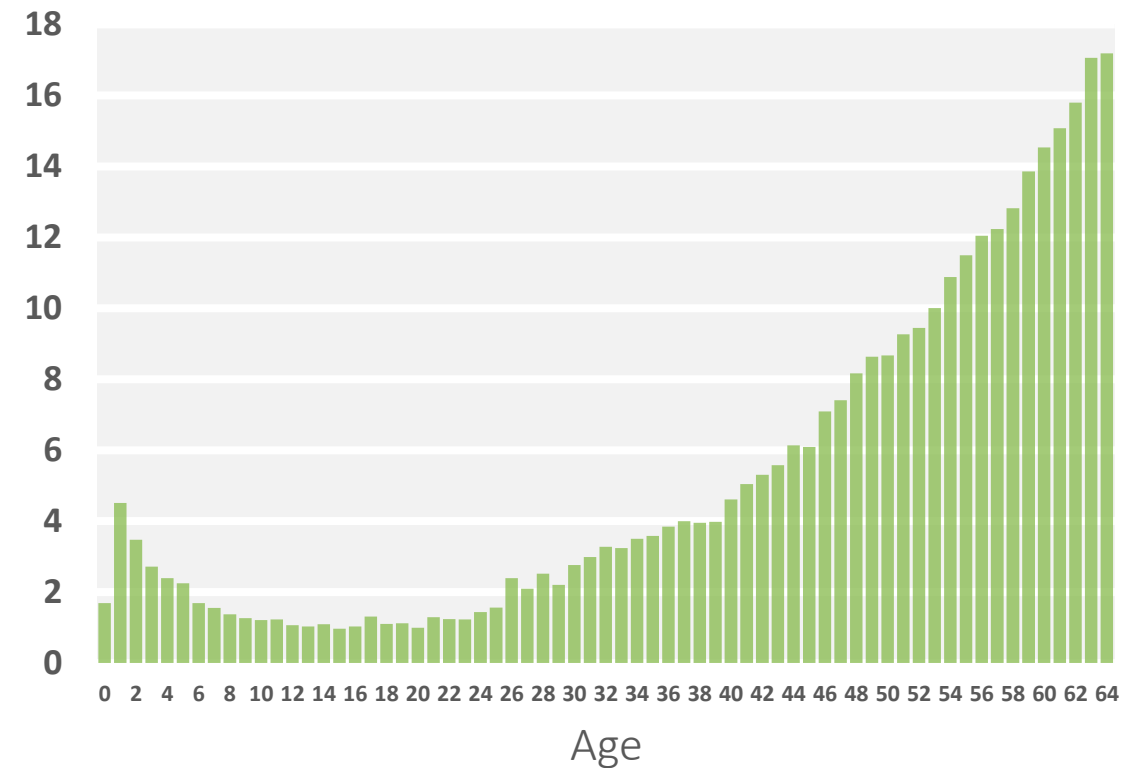
We Are Living with More Chronic Illnesses

Medavie Blue Cross Chronic Illness Claim Trends

CARDIOVASCULAR

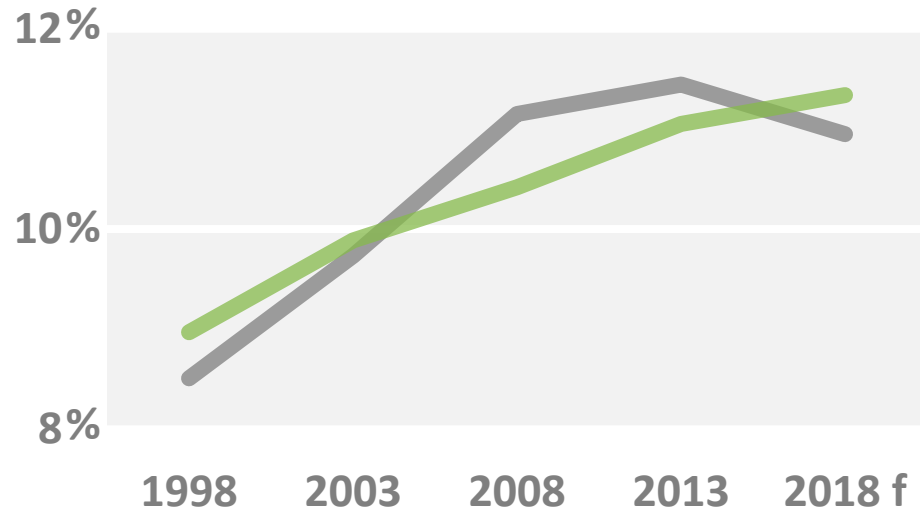


DIABETES



We Are Spending More

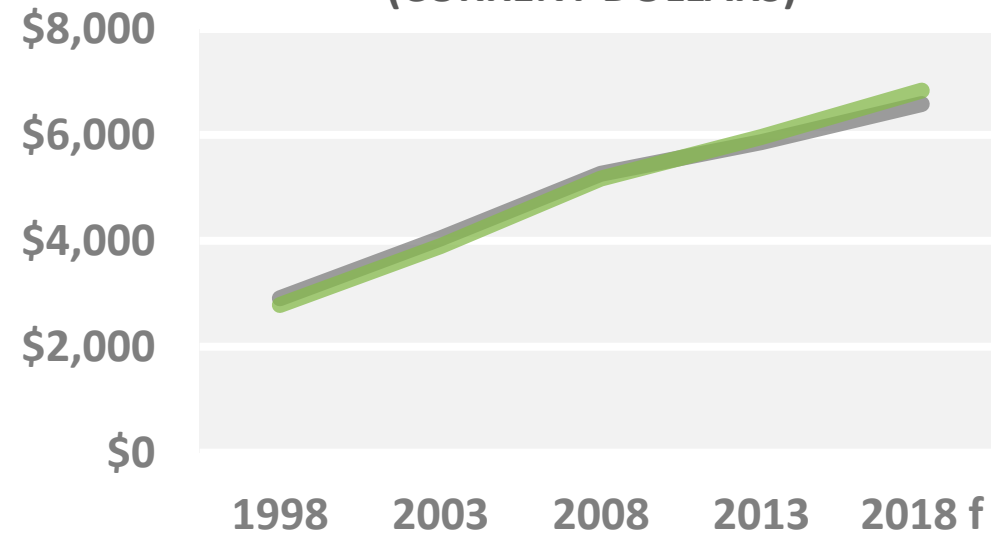
HEALTH EXPENDITURE AS PERCENTAGE OF GDP



2018 Canadian Average
11.3% of GDP

2018 Ontario
10.9% of GDP

HEALTH EXPENDITURE PER CAPITA (CURRENT DOLLARS)

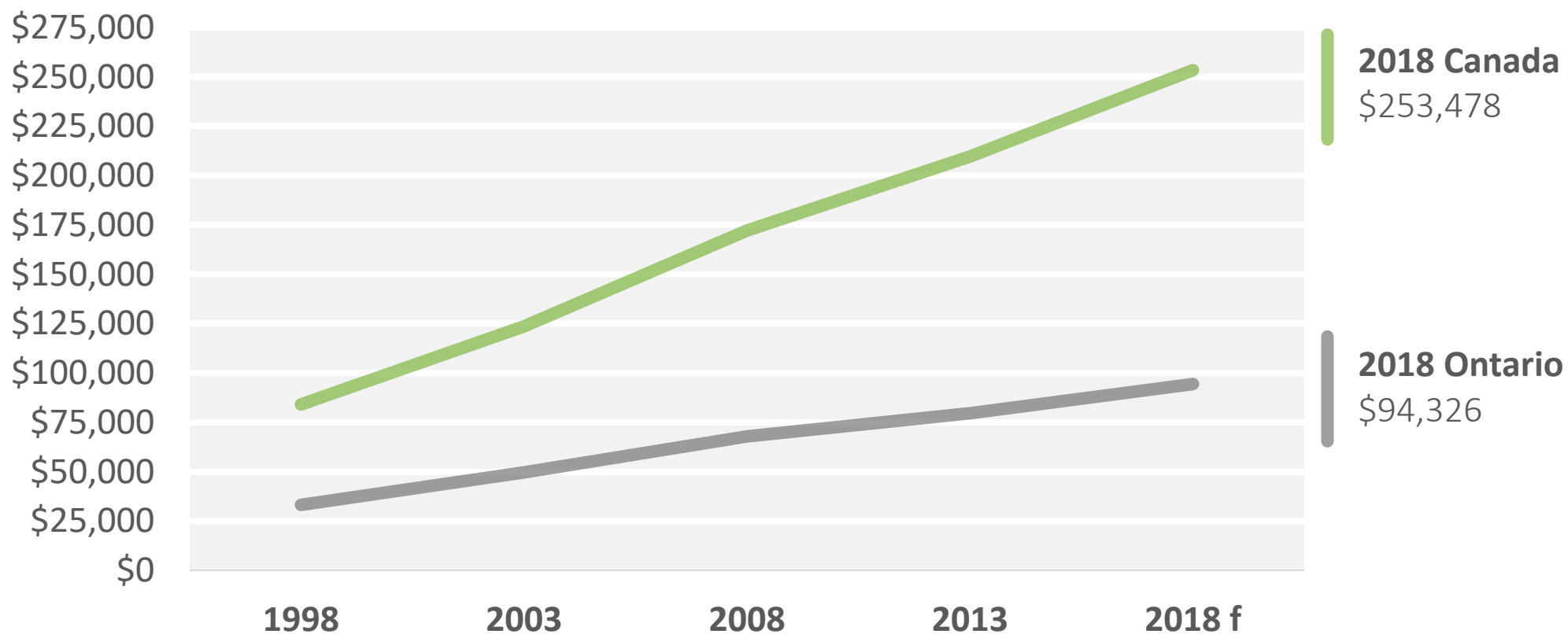


2018 Canadian Average
\$6,839

2018 Ontario
\$6,538

We Are Spending More

Total Health Expenditures (Millions of Current Dollars)



Paramedics Improving Patient Outcomes

Highly trained paramedics are reducing hospital admissions by delivering education and in-home care to patients who need it most.

COMMUNITY PARAMEDICINE PROGRAM RESULTS

In Chatham-Kent, Ontario:

50%

reduction in Emergency Department visits for targeted complex patients.

Across Nova Scotia:

80%

of patient needs addressed in the home without requiring hospital visitation.



Mobile Integrative Health

A mobile primary health centre that improves access to care and reduces the risk of emergency visits for people who are geographically, socially, economically or culturally isolated.

4,500+
patients/year

40%+
of patients return

Staffed by nurse practitioners, community paramedics, and a facilitator.



Integrated, Collaborative Systems

Multiple previously independent ambulance operations integrated into single, coordinated, province-wide health services.



A New Model for Primary Care Delivery

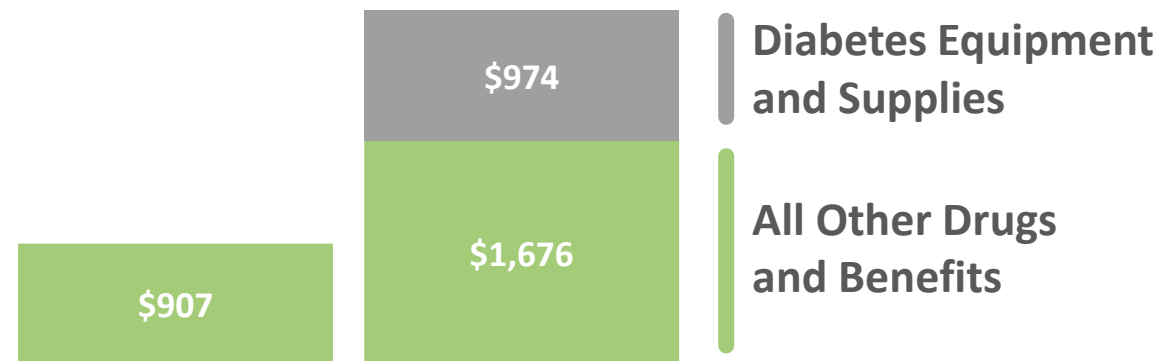
Bringing together New Brunswick's primary health care providers into a single, collaborative system focused on providing quality, ongoing patient care outside the hospital.



Analyzing Trends and Opportunities

The information we learn from managing health benefits and programs can be used to identify the pain points in our system and implement solutions.

ANNUAL BENEFITS COST PER CLAIMANT (2018 Average)

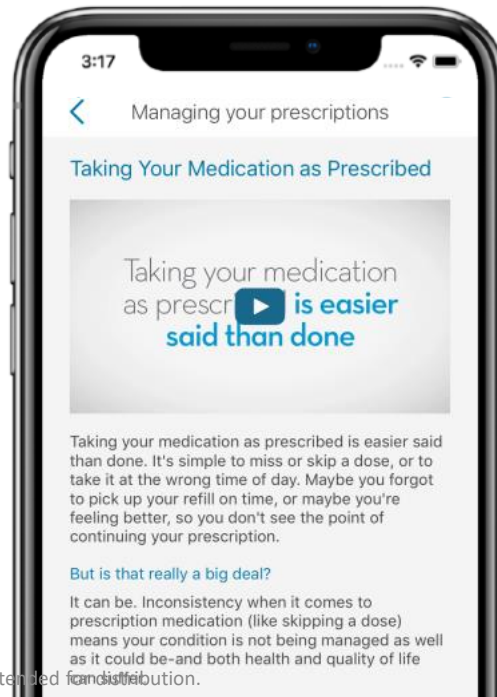


Without Diabetes With Diabetes



Digital Health

Enabling better access to health information, self-service tools and education resources reduces Hallway Health Care, improves patient outcomes, and helps Canadians live better.



Working Together

We all need to be part of the solution and coming together for an open dialogue to gain better insights from the Province will help to further define what collaboration could look like.



Thank You

