U NOVARTIS

Strengthening healthcare systems



A medicine is only as good as the system that delivers it. Improving access to healthcare requires long-term investments in healthcare infrastructure. We work with governments and partners to strengthen healthcare systems and lower barriers to healthcare delivery.

We follow a systematic, enterprise-wide approach to address health system barriers. Health system strengthening (HSS) is being integrated throughout our core business planning processes, and all Novartis launches now have a global HSS strategy for local adaptation.

The Novartis HSS framework guides us through a process of systematically identifying and prioritizing local systems barriers across the patient journey, to achieve tangible improvements in health systems capacity and capabilities. We invest in the training and support of healthcare workers to expand their knowledge and improve their ability to help patients. We work to empower patients to take ownership of their health and to better understand and manage their disease. We implement programs to raise awareness on diseases, promote health-seeking behavior and educate on disease management. And we facilitate programs and collaborations that can aid local research and clinical trial capabilities.

For example, in partnership with the University of Basel we developed a fellowship training program called Next Generation Scientist (NGS). Launched in 2011, NGS invites talented young scientists and clinicians from low- and middle-income countries to our Basel, Switzerland, campus for a three-month research internship. In 2020, we brought our core scientific exchange programs (including NGS) together under a common framework called Global Health Scholars, including partnership programs with the Global Health Institute at the University

of Siena and the European and Developing Countries Clinical Trials Partnership (EDCTP).

The Novartis Global Health Alliance (previously the Novartis Africa Health Alliance) further helps support Novartis country organizations with targeted health system strengthening programs.

In addition, we advocate for and support improvements in healthcare policy and healthcare systems design, for example regulatory harmonization and removing health system inefficiencies.

One Novartis health system strengthening framework

Health system barrier	If the medicine is free, a barrier which still prevents patients from accessing the treatment they need			
Health System Strengthening defined	In collaboration with health care partners, lower health systems barriers that prevent patients from accessing the treatment they need , beyond product affordability. Solutions address local needs with sustainable impact. Focus on barriers along the patient journey where we have the greatest expertise and can have the greatest impact . Targeted interventions tied to our portfolio, building on Novartis strengths.			
Where we have impact	Patient navigation	Screening & diagnosis	Treatment initiation	Treatment progression & adherence
	Ensure patient is motivated to access care and health system is accessible and supportive	Increase patient screening and timely diagnosis rates	Improve timely treatment initiation with the most appropriate treatment	Ensure progression to appropriate next- generation treatment and strengthen disease management
	Access to and effective use of data and digital solutions			
How we have impact	 Tools connecting patients to healthcare professionals HCPs) Referral and linkage tools and algorithms Counselors and navigators to patient education HCP capacity building 	 Tools/algorithms to initiate screening or diagnosis Partnerships for access to diagnostics Diagnostic centers equipped with biomarker capabilities HCP capacity building 	 Updated treatment guidelines Care coordination programs HCP capacity building Supply management support 	 Updated treatment guidelines Disease management programs and tools Care coordination programs Outcome registries/data collection management systems

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