



Singapore Healthcare Management 2017

Johnson & Johnson

PAVE



A DIGITAL SOLUTION FOR PATIENT ACCESS PROGRAMS

Johnson & Johnson:

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BACKGROUND

Medicines are constantly being innovated for the benefit of patients globally. However, access to innovative medicines such as biologics could be hindered by high cost. Patient Access Programs (PAPs) help patients access medicine they need by providing financial support. Hospitals however track PAPs manually, leading to human errors and administrative inefficiencies. Thus, hospitals in Singapore started phasing out PAPs.

To allow patients to continue having access to innovative medicines, Johnson & Johnson developed PAVE – a first of its kind digital solution to help patients and hospitals manage PAPs.

PAVE aims to:

- Eliminate manual tracking of PAPs leading to enhanced efficiency and productivity
- Increase patient adherence to treatments

METHODOLOGY

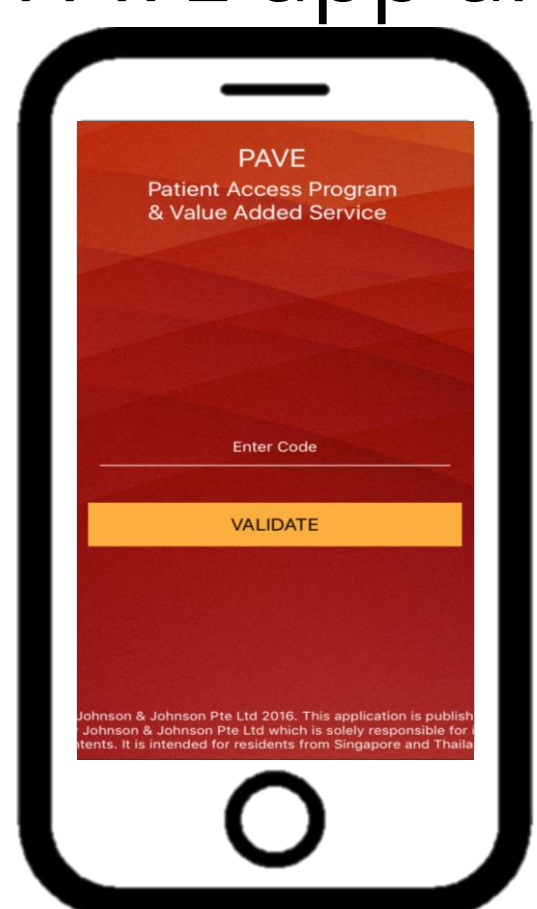
Developing PAVE

A cross-functional team – consisting of market access, strategic account management, IT, sales, marketing legal and compliance – was formed to develop PAVE.

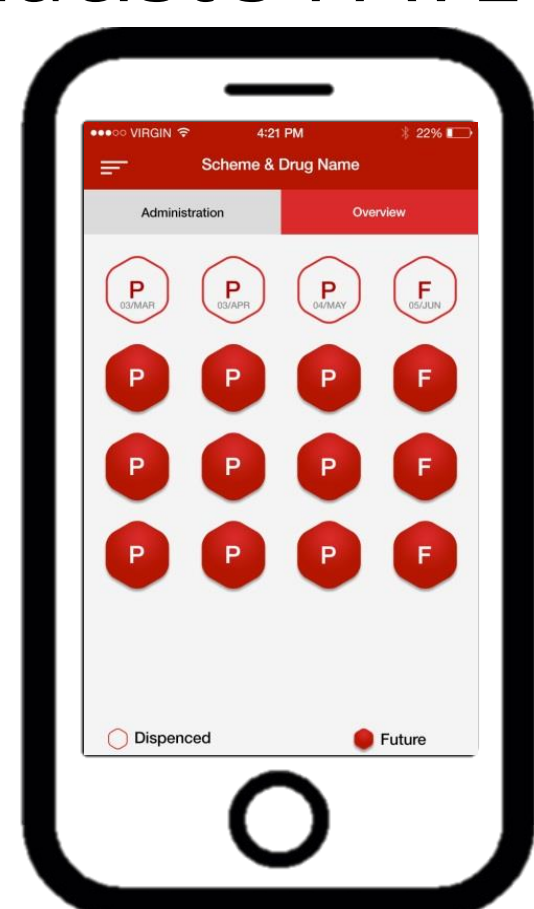
With input from pharmacists, Johnson & Johnson developed PAVE. Patients' insights were gained from and discussed within the team to validate requirements.

Using PAVE

Patients enrolled in the PAP are given a unique access code each to login to the app. The pharmacist uses the patient's phone to scan a QR code and validates administration details while dispensing treatment. The transaction is automatically updated in the patient's PAVE app and the pharmacist's PAVE portal.



Patient's PAVE Login Page



Patient's PAVE Payment Schedule

Pharmacist's PAVE portal

| No. | Access Code | Program Name | Product Name | Hospital | Country | Label Dosage Strength | Recent Dispensing History | Estimated Next Visit Date | Status of Next Dose |
|-----|-------------|--------------|--------------|---------------|-----------|-----------------------|--|---------------------------|---------------------|
| 1 | 0476AFB | Demo Program | Demo Product | Demo Hospital | Singapore | 25 mg | Free (11 Nov 2016) Pay (21 Nov 2016) Free (01 Dec 2016) Pay (21 Dec 2016) Free (01 Jan 2017) | 16 Feb 2017 | Pay |
| 2 | 700288A | Demo Program | Demo Product | Demo Hospital | Singapore | 25 mg | Pay (21 Feb 2017) Free (21 Feb 2017) | 22 May 2017 | Free |

Pharmacist's PAVE portal

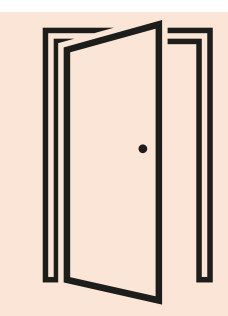
RESULTS

RECOGNITION



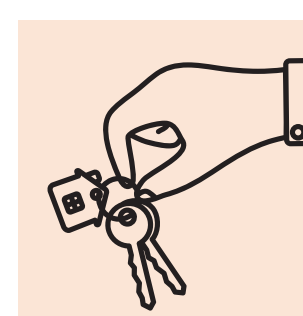
National Healthcare Group's 4P7R Reward & Recognition Award (Team). Judging criteria included patient-centred care, systems thinking, learning organization and staff engagement.

BENEFITS TO PATIENTS



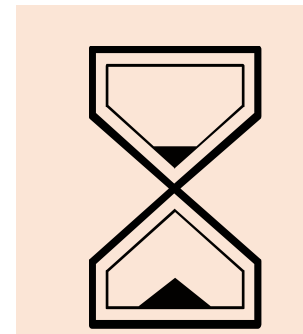
Enhanced Access to Innovative Medications

With PAVE, hospitals can continue allowing access to 40% of the patient population with potential affordability issues.



Patient Ownership

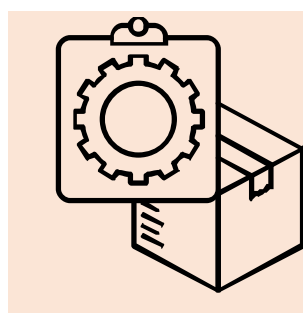
Patients and caregivers now have better clarity of their biologics regimen, which include dosing and payment schedules. This can potentially lead to increased patient adherence.



Reduced Wait Time at the Pharmacy

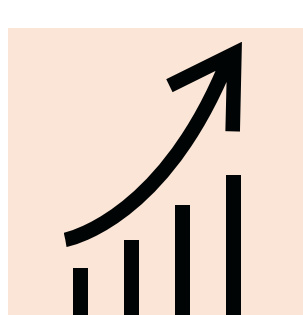
Shorter wait time is experienced due to streamlined processes leveraging on a digital platform.

BENEFITS TO HOSPITALS



Easy Management of Inventory

Pharmacists have a real-time overview of paid/free inventory.



Improved staff productivity

PAVE helps save 13-days of pharmacists' time a year by eliminating manual paper-based PAP tracking thus reducing human errors and reworks.

SPREAD & SCALABILITY

PAVE was piloted and implemented in hospitals in Singapore. In 2017, PAVE has expanded to other hospital groups in Thailand and Malaysia.

The PAVE team continuously engages stakeholders to improve PAVE. In March 2017, an innovation workshop was conducted to brainstorm ideas to enhance PAVE to the next level.

Content development will be a key focus of PAVE for the next release for patient education and to enhance patient's ownership towards their treatment.

Through leveraging on technology, PAVE is a successful representation of how private-public partnership could result in a solution that facilitates patient access and enhances efficiency within the hospital.

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