



Health Care Providers & Services

Driving forces

The health care providers and services industry includes managed care insurers, distributors, hospitals, and clinics. Trends such as aging populations and the increasing prevalence of chronic diseases are key factors affecting this industry. Rising health care costs and the growing divide in health care access among population groups in many low and middle income countries are major societal challenges. Leading companies play an active role in the search for cost-effective, sustainable health care systems by engaging with stakeholders including government payers, employers, providers and patients. As the industry moves towards more patient-centric care, companies should focus on quality over quantity of care, cost-effective health outcomes over expensive treatments, early intervention and prevention over late-stage treatment and ongoing disease management rather than isolated, disconnected, episodic care. This will in turn lead to an increase in the importance of customer-oriented services, integrative care, and strategic alliances across traditional business boundaries.

Highlighted criteria & Dimension weight

- Economic Dimension 47%
 - Codes of Business Conduct
 - Supply Chain Management
 - Marketing Practices
 - Customer Relationship Management
- Environmental Dimension 10%
 - Environmental Policy & Management Systems
 - Operational Eco-Efficiency
 - Climate Strategy
- Social Dimension 43%
 - Talent Attraction & Retention
 - Occupational Health and Safety

Sustainability leaders 2019

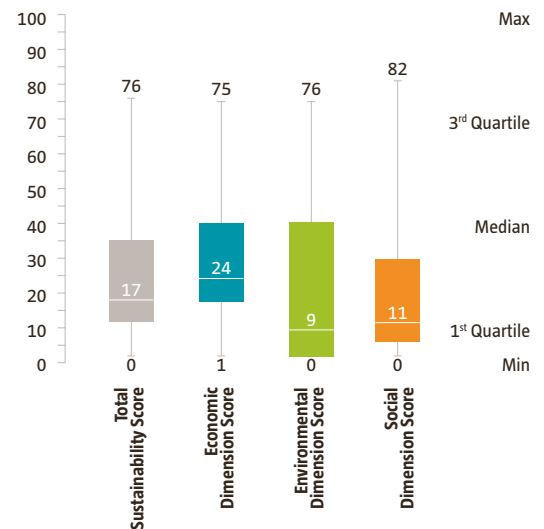
SAM Gold Class ●	
UnitedHealth Group Inc *	United States
SAM Silver Class ●	
Cigna Corp	United States
Sustainability Yearbook Members ●	
Anthem Inc	United States
DaVita Inc	United States

* SAM Industry Mover

Industry statistics

Number of companies in universe	58
Number of companies assessed in 2018	47
Assessed companies to total companies in universe	81%
Market of assessed companies to total market	95%

Results at industry level



The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.