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.