



Health Care Providers & Services

Driving forces

The health care providers & services industry includes managed care insurers, distributors, hospitals, and clinics that deliver care to patients. Demographic and epidemiologic trends such as aging populations and the increasing prevalence of chronic diseases are key factors affecting this industry. Exploding health care costs and the growing divide in access to health among population groups in many low and middle income countries present major societal challenges that are being tackled through health care reforms around the world. Leading companies assume an active role in the search for solutions and the creation of cost-effective, sustainable health care systems by engaging with relevant stakeholders including government payers, employers, providers and patients. As the industry moves towards more patient-centered care (particularly in developed markets), companies should focus on quality over quantity of care, cost-effective health outcomes over expensive therapies, early intervention & prevention over late-stage treatment and ongoing disease management rather than isolated, disconnected, episodic care. Furthermore, the importance of customer-oriented services, integrative care, and strategic alliances across traditional business boundaries will continue to rise as the industry moves towards patient-centric business models. Those that can efficiently deliver high quality care will be able to benefit from current industry trends.

Highlighted criteria

- Economic Dimension**
 - Codes of Business Conduct
 - Customer Relationship Management
 - Marketing Practices
- Environmental Dimension**
 - Climate Strategy
 - Environmental Policy & Management Systems
 - Operational Eco-Efficiency
- Social Dimension**
 - Partnerships Towards Sustainable Healthcare
 - Service to Patients
 - Talent Attraction & Retention

Sustainability leaders 2018

RobecoSAM Gold Class

Cigna Corp United States

Sustainability Yearbook Members

Anthem Inc United States

Cardinal Health Inc* United States

Humana Inc United States

Netcare Ltd South Africa

Quest Diagnostics Inc United States

UnitedHealth Group Inc United States

* RobecoSAM Industry Mover

Industry statistics

Number of companies in universe	61
Number of companies assessed by RobecoSAM in 2017	51
Assessed companies to total companies in universe (%)	84
Market capitalization of assessed companies to total market capitalization (%)	95

Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	46	78	47%
Environmental	26	78	10%
Social	26	79	43%

Total score

