

Value transformation

AIR LIQUIDE HEALTHCARE STORIES OF THE LAST 12 MONTHS

Embedded in our Advance plan, Value transformation is the way forward to ensure long term sustainability. After the positive experience in Europe, the value transformation has gone global, allowing all the organisation to focus its efforts on reaching one ambition: become an **outcome driven company**.

These are concrete stories from the past 12 months demonstrating that Value Transformation is already a reality.

SEPTEMBER

SLEEP APNEA

Getting to know worldwide

MORE THAN 12.000 SURVEYS DONE TO BETTER UNDERSTAND OUR SLEEP APNEA PATIENTS

Based on surveys and workshops done with our patients and prescribers in 6 European countries, the Sleep outcome card, which gives a clear vision on what are the outcomes that matters to our patients and how to measure them, has been tested in 6 new countries: Australia, Colombia, Hong Kong, Canada and Brazil. As of today, the more than 12 000 surveys and patients interviews have all confirmed that somnolence, well-being are the outcomes that matter to our patients. Snoring also appears strongly in some geographies. Our value offer aims to improve all of them.



Spreading out in Europe

OYAN CLASSIC LAUNCHED: 15.000 CYLINDERS ALREADY ON CUSTOMERS' SITES

Do you know Oyan? Oyan is our new mobile oxygen solution, made of 3 products: Oyan Classic, Oyan smart (connected cylinder) and Oyan Light (lightweight 300 bars cylinder designed for the Emergencies Mobile Services). Ergonomic, compact and easy to use, Oyan allows more confidence for the users, more mobility and more effectiveness, in order to improve patient care with a seamless oxygen flow. Oyan is now launched in 6 countries. Oyan smart is on MVP in Italy, soon in Germany and Oyan Light in Belgium and Spain by the end of the year.



TRANSVERSAL

Rolling out worldwide

6 NEW COUNTRIES ENROLLED IN TECHCARE

During the past year, TechCARE, our single worldwide digital, IT and data solution, has pursued its deployment, and has been launched in 6 new countries: France (DinnoSanté), Japan, The Netherlands, Saudi Arabia, Spain (pilot mode for email management), South Africa (pilot for Diabetes activity) with also a large extension in Canada, which brings the total to 14 countries and more than 1800 users. The objective is to cover all HHC entities (25 countries) in the next three years.



VENTILATION

Teaming up in Poland

PUBLIC AFFAIRS COMBINED WITH HEALTH ECONOMICS TO FACE PRICE DECREASE AND TRANSFORM THE MODEL COLLECTIVELY

After facing a critical situation, with several price decreases during the last months, especially at the beginning of the year with a reduction of 20 to 60%, homecare providers in Poland have worked collectively on building a new model. The model brought by Air Liquide, which incorporates remote monitoring and outcome collection, is the one that has been chosen and brought to the national Polish payer. Final negotiations are still ongoing, but this model that will become the norm in the market will be implemented in Q4. VitalAire Poland has also created a Health Economic report to help limit the price impact and demonstrate the value of Home Mechanical Ventilation. Combined with a strong Public Affairs strategy this strategy helped to reincrease price at the level before the strong decrease faced in May.

TRANSVERSAL

Bringing to light worldwide

VALUES STORIES, A BUSINESS CHANGING TOOL

The Value Story is a simple approach that addresses the motivation of Decision Makers to take action. It translates data and evidence into highly impactful messages that resonate rationally, emotionally and politically with 3 different lenses: the value of treating the disease, the value of the product/service and the value of the company. This strategic value communication tool includes the one pager with all the key value messages for the three considered components (disease / product / company), the slide evidence deck with graphical illustration of the evidence that supports each value message and the evidence pack that includes the reference publications that support the messages. Already done for Sleep Apnea, Ventilation and LTOT, the value story is a business changing tool for all our affiliates and is now already used to support their market access strategies and demonstrate the value we bring when engaging with Government officials, Payers, Patient Advocates, Scientific experts and other key stakeholders.

AUGUST

DIABETES

Educating to empower in Europe

MYACADEMY, OUR PATIENT TRAINING PLATFORM, NOW AVAILABLE AND PART OF THE MAKING DIABETES EASIER (MDE) ECOSYSTEM

Making Diabetes Easier is a patient engagement platform built to empower People with Diabetes in their care, which has been deployed in 10 countries across Europe. The patient training module (MyAcademy) will be integrated to the MDE website in Sweden as a pilot through a joint collaboration between the WBL, Cluster, and Nordic teams.

PLAY VIDEO



TODAY WE ARE READY

JULY

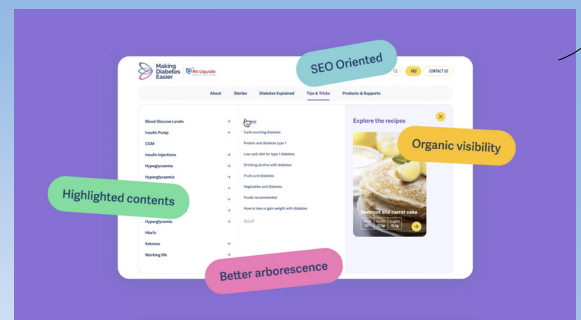
TRANSVERSAL

Transforming worldwide

14 NEW COUNTRIES ARE NOW PART OF THE VALUE TRANSFORMATION

Initiated in 2020 in Europe, the value transformation has been engaged worldwide with 15 new countries which are now part of this Value journey.

After one intense week of onboarding Healthcare VPs in Europe, 2 sessions were organized in June: one in Sao Paulo, gathering entities from the Americas, as well as South Africa, and another one in Singapore with the Asia Pacific entities and Saudi Arabia. All entities have now nominated a VBHC leader, a key role to launch and animate the local transformation.



PLAY VIDEO

SLEEP APNEA

Gaining ground in Portugal

1.700 PATIENTS NOW BENEFIT FROM THE SLEEP APNEA VALUE OFFER

What is our Sleep Apnea Value Offer? It relies on stratification and segmentation of our patients to be able to personalize the care, bring the support they need when they need it. To achieve that, TechCARE is a key enabler of the offer, and especially the Patient mobile application, which allows us to measure patient satisfaction with Vitalaire service which is very high (9.5/10). To prove the value of the model, a clinical trial has been launched, with 5 hospitals, 100 patients with expected preliminary results in March 2023.



“The library is very interactive, it gives me tips for a better daily life.”

JOÃO GAITEIRO



“The app clarifies my doubts, I can get quick answers instead of waiting for the doctor's next visit.”

JORGE PEDRO



“The app allows me to monitor the hours of sleep with the treatment.”

ANTÓNIO LEITE

[VISIT WEBSITE](#)

VENTILATION

Reshaping worldwide

VENTILATION, A NEW MODEL OF CARE FOR NEUROMUSCULAR PATIENTS TAKING INTO ACCOUNT DISEASE'S EVOLUTION AND ANXIETY

Working with the Ventilation iTCL, a new model of care has been built for Neuromuscular patients who require ventilation. Validated internally in June, we are now working to identify pilot countries to generate clinical evidence on outcomes improvement and health economics on value for the system. The model is personalized throughout based on factors such as the patient's disease status, the level of adherence to treatment and the level of anxiety of the patient and carer.

VENTILATION

Bringing out worldwide

LAUNCH OF A VENTILATED PATIENT SURVEY IN 14 COUNTRIES AND 17 AFFILIATES

The objective of the survey, which has been shared with more than 15 000 patients, is to understand what matters the most to them and how we can better segment our patients, based on different factors such as disease, length of time on a ventilation, level care, etc. The output of this will allow us to create outcome cards at a global and local level based on patient segmentation, following our strategy to have an offer per disease (focusing on COPD⁽¹⁾, NMD⁽²⁾ and OHS⁽³⁾).

(1) Chronic Obstructive Pulmonary Disease, (2) Neuro Muscular Disease, (3) Obesity Hypoventilation Syndrome

iNO

Moving up worldwide

CE MARKING OF THE SOKINOX DEVICE HAS BEEN DELIVERED

The certificates for CE Marking of SoKINOX, ISO13485 and MDSAP certification of iNOsystems (ALMS affiliates dedicated to NO) were received on July 25th after 15 months of procedures. This means that iNOsystems is now able to commercialize the SoKINOX within countries that recognize CE marking (France, Poland, Spain, Italy, Portugal, Nordics, BeNeLux, Germany, Austria). CE marking was also a prerequisite to start registration of the SoKINOX in countries such as Argentina, Switzerland and Tunisia. This step is the final conclusion of the technology acquisition process done from Getinge / Macquet group except for US where certification is expected later this year.

DIABETES

Remodeling in Europe

TOWARDS A CHANGE OF REIMBURSEMENT MODEL IN DIABETES, FROM SELLING TO LEASING

Leasing is providing several benefits, among which a better recognition of services around distribution of insulin pumps. Following this first analysis, deliverables have been created by Cluster and WBL to give countries the toolkit they need (communication, P&L simulation, contract template) to initiate their journey at local level. Starting in mid-September, all European Tandem countries will participate in an 8-month competition to move forward into this model transformation.

JUNE

O₂**Stating loud and clear worldwide****"ALWAYS THERE", OUR CORE VALUE PROPOSITION FOR O₂ AND RELATED SERVICES**

To set our medical gas business on a renewed trajectory, we have investigated internally at our strengths and conducted 100 customer-facing interviews, including public and private hospitals, to narrow down the core needs of facilities in 10 countries. This has allowed to build the core value proposition: "Always There", doubling down on supply, service, and sustainability. We provide facilities with unparalleled medical gas supply security and seamless onsite gas management, in a sustainable way and bringing customers complete confidence in medical gas supplies so they can focus their energy on advancing patient care.

VENTILATION

Breaking ground in Denmark**COPD VENTILATED PATIENTS NOW BENEFIT FROM HOME SUPPORT**

Following the program strategy of building offers per pathology, the care model has been redesigned for COPD patients. This strategy enabled market access in Q2 in Denmark for VitalAire to become the first homecare provider providing services to patients who are ventilated in their own home. Integrating telemonitoring and outcome collection, the objective for this new model, implemented in Denmark, is to become the norm for all our COPD patients.

O₂**Bringing support worldwide****RELEASE OF CONTRACTING AND PRICING GUIDELINES TO FACE INFLATION**

As a consequence of the inflationary situation and to mitigate the negative effect on costs, the contracting and pricing guidelines provide recommendations and different types of actions that can be undertaken upon the particular entity situation. This complete document has been released and shared with all Medical Gases entities.



iNO

Starting up worldwide**KINOX-THERAPY OFFER'S PILOTS SUCCESSFULLY DONE IN 3 COUNTRIES**

What is the iNO value offer, KINOX-Therapy? The offer is made of the drug (KINOX and VasoKINOX), the medical device (SoKINOX) that ensures an extremely accurate delivery of the therapeutic dose, and services (such as training on device, molecules and indications). Focusing on medical support and usage, and it is charged by therapy and not by volume of gas, the offer was successfully launched last year under a pilot mode in Spain, Switzerland and Tunisia with 19 contracts signed. In June, pilots were closed and offer final design was finalized. On July 8th the KINOX-Therapy offer was launched with all affiliates involved with NO. Detailed deployment and ramp-up plans are now being set-up and followed.

OTHERS

Passing a milestone in Sweden**THE PARKINSON 3P PROGRAM PILOT SHOWS SUCCESSFUL RESULTS**

After 2 years of creation and co-designing with hospitals, the Parkinson 3P program (Predicting, Preventing, Prescribing) pilot began in February 2022 at Linköping University Hospital in Sweden. 2000 patients with Parkinson's disease from 3 regions were enrolled in this program. After 4 months with continuous collaboration with the hospital, the program has already demonstrated strong results. To complete the study and get qualitative insights, individual interviews have been conducted with all the patients, physicians, nurses and a payer. The results of this pilot will be shared during Parkinson's World Congress in Madrid in October.

SLEEP APNEA

Putting into motion in the Netherlands**BEING REIMBURSED BASED ON OUTCOME IMPROVEMENTS IS NOW A REALITY**

CZ, a key national insurance has put in place a new reimbursement model with a fixed price per patient (70%) and with a bonus fee (30%) based on the patient adherence, the patient satisfaction (which counts for 50% of the weight) and provider's capacity to bring innovation to the patient (namely personalisation of care). This value payment model now benefits the 12 000 sleep apnea patients of VitalAire, with the ambition to spread it with other key HC insurance players and bring value to more patients.

DIABETES

Getting ready in Sweden

DIABETES VALUE OFFER'S PILOT
READY TO BE LAUNCHED

The inclusion and evaluation criteria of the Diabetes value offer pilot have been validated by the Scientific Committee and submitted to the Swedish Medical Products Agency. This important milestone will allow us to start the pilot, targeting first children, with 2 hospitals in 2 different regions by the end of the year and over an 18 week period. In parallel a clinical study has been launched to prove the value of the model relying on personalization of care with behavioral insights and flexible care plans.

MAY

SLEEP APNEA

O₂

VENTILATION

Winning out in Spain

27.000 NEW RESPIRATORY PATIENTS

In Spain the respiratory tender in Catalonia has been won thanks to our value offer, by having 26% of total quality points directly linked to VBHC concepts. This win is the result of strong Market Access and Public Affairs efforts. It is the first time that VBHC strongly contributes to capturing direct growth and it is just the beginning.

TRANSVERSAL

Engaging our teams worldwide

1.500 COLLABORATORS TRAINED,
110 CERTIFIED GREEN BELT EXPERTS

The 4 modules, developed in partnership with recognised external VBHC experts and available in 6 languages, have been completed by more than 1500 collaborators. Now thanks to the worldwide launch of our internal training center, these modules will be also accessible to our more than 15 000 collaborators. In addition to this internal training program, 110 collaborators that actively contribute to the transformation, had the opportunity to follow an external training program, organized by the Decision Institute, a key institution in the field of VBHC and pass their Green Belt, a global and recognised certification in the field of Value Based.

TRANSVERSAL

Laying strong foundations in Europe

15 PATIENT MANAGER APPOINTED:
ON OUR WAY TO BECOME A
PATIENT CENTRIC ORGANIZATION

Being patient centric not only means providing services for our patients, but also working together with them to co-create these services, and to understand how they live with their disease as persons, with life aspirations and personal goals. By listening to and collaborating with our patients, we can create personalized care that will improve the outcomes that matter to them. To achieve this ambition, a program was launched at the beginning of the year in 15 European affiliates. The 1st step of the journey has led them to appoint 15 Patient Centric Managers and to build their local roadmap, with concrete actions to be deployed throughout the year. Now this program is also on its way to be deployed more globally.

APRIL

DIABETES

Moving forward in France

AIR LIQUIDE & GLOOKO XT SIGNED
A DATA ACCESS AGREEMENT

It was a first step in our collaboration with Glooko, which is now allowing the French subsidiaries of Air Liquide to integrate Glooko XT data visualization within the Air Liquide prescriber portal, thus enabling more personalized and effective remote patient monitoring. It was a key milestone in our ambition to enable patients to reach their clinical objectives and achieve better glycemic control. Discussions are ongoing to expand this initiative to a global partnership.

PLAY VIDEO

glooko[®]
BETTER TOGETHER