Access to Healthcare

Improving access to healthcare is a global challenge. The issue is especially challenging in developing countries, where poor infrastructure, political instability, poverty, lack of education, restrictive regulatory environments, and inadequate availability and affordability of medical products can all limit access. Addressing this challenge requires cooperation among governments, non-governmental organizations, corporations, medical professionals and others.

Baxter works to improve access to healthcare globally through:

• Advancing public health
• Base of the pyramid initiatives
• Product donations
• The Baxter International Foundation awards and grants
• Public policy efforts

Advancing Public Health

Baxter’s diverse portfolio is focused on treatments that help save and sustain lives. As a global, diversified healthcare company, Baxter applies a unique combination of expertise in medical devices, pharmaceuticals and biotechnology to research and create products that advance patient care worldwide. Through individual business units and corporate research and development (R&D), Baxter strives to provide new products as well as training and education to meet the needs of current and future patients. Additionally, the company’s base of the pyramid initiative strives to better serve the needs of patients at the lowest end of the economic spectrum. Examples of Baxter’s latest efforts include.

Improving Care for Hemophilia Patients

As a leading manufacturer of hemophilia products, Baxter is committed to improving patient treatment and care. The company also
works to provide medical professionals with educational opportunities to help pursue a bleed-free world. In November 2012, Baxter held the sixth Hemophilia University program, in Merida, Mexico, which included lectures and educational sessions for Latin American hematologists and healthcare professionals about the latest diagnostic and treatment modalities. The event featured a hemophilia expert panel for national and local Mexican media to draw attention to standards of care in the country, as well as a session for local hemophilia patients and their families to discuss prophylaxis therapy and access to treatment. Baxter also improves access to care for hemophilia patients in the United States through its Bilingual Healthcare Educators program. This initiative offers peer-to-peer groups for Spanish-speaking hemophilia patients and their families, as well as educational events and resources on topics such as hemophilia basics, accessing care in the emergency room and keeping joints healthy. See Case Study: Families Touched by Hemophilia Receive Much-Needed Support in Spanish.

In 2012, Baxter also entered into partnerships with Stichting Sanquin Bloedvoorziening (Sanquin Blood Supply Foundation) and Hemobrás (Empresa Brasileira de Hemoderivados e Biotechnologia) in order to support production of and access to plasma-derived therapies that treat conditions including hemophilia. See Public Policy for more information.

New Approaches to Dialysis Patient Education

In February 2013, Baxter announced it would provide St. Joseph’s Healthcare Hamilton, a hospital in South Central Ontario, Canada, with a gift of $250,000 over five years to provide chronic kidney disease patients with digital educational materials about treatment options. The program will include three phases:

- Patient First, which focuses on pre-dialysis information and education on peritoneal dialysis and self management for home dialysis patients;
- Pathways to Empowerment, during which dialysis nurses provide patients with health coaching and teach health management techniques; and
- Plan-Do-Act, during which Baxter and St. Joseph’s monitor and evaluate whether the tools are meeting the needs of the patients

Educating Anesthesiologists

Improving education for anesthesiologists from developing countries is one of the greatest unmet needs in the field, according to the World Federation of Societies of Anaesthesiologists (WFSA). Since 2008, through a unique partnership with the WFSA through the WFSA-Baxter Scholarship, Baxter has sponsored high potential anesthesiologist trainees from developing countries to attend the World Congress of Anaesthesiologists as well as major regional anesthesiology congresses. These events also enable participants to develop an international network.

Baxter also supported the development of a two-disc set of obstetric anesthesiology teaching materials. The CDs, available to anesthesia providers in developing countries, contain articles, lectures and refresher courses about safe and appropriate anesthetic management of obstetric patients. Since 2010, more than 3,000 CDs have been distributed.

Addressing Drug Shortages

During the last six years, many countries, including Canada, the United Kingdom, the United States and others, have increasingly experienced shortages of pharmaceutical products. This complex issue stems from interrelated factors including shifts in clinical practices, wholesaler and pharmacy inventory strategies, raw material shortages, changes in hospital and pharmacy contractual relationships with suppliers and wholesalers, distribution protocols mandated by other regulatory agencies, company decisions to discontinue specific medicines and spikes in demand due to natural disasters.

Baxter is committed to finding solutions to this issue that are balanced and involve stakeholders across the value chain. The company’s extensive portfolio offers clinicians and patients options to address their supply needs through similar products or drugs available in slightly different delivery forms that may be suitable alternatives for products in short supply.

In numerous cases recently, Baxter has helped patients continue to receive the treatments they need. For example, the company has accelerated production to meet increased demand arising from competitor shortages of several IV products.

Baxter has also collaborated with professional associations and government agencies to develop clinical guidance for health providers that have shifted their standard practices as a result of product shortages. For example, Baxter recently sponsored the first ever
summit to address IV nutrition safety, in collaboration with the FDA and the American Society for Parenteral and Enteral Nutrition (ASPEN), the Institute for Safe Medication Practices and the American Society of Health-System Pharmacists, among others. Recommendations from the event were published in ASPEN’s Journal of Parenteral and Enteral Nutrition.

Base of the Pyramid

In 2012, Baxter reviewed its emerging technology portfolio to assess how its existing and previously-shelved technology and products could be used in regions with high “base of the pyramid” (BoP) representation. During the year, the company gained further executive support for the strategy; decided to build and embed a business model innovation capability in the organization to accelerate international growth, in particular with respect to the base of the pyramid; invested in international market development; and increased local resources and capability for two business model innovation projects in China.

Baxter also joined the International Institute for Sustainable Enterprise and the International Partnership for Innovative Health Care Delivery, a coalition affiliated with the World Economic Forum, to learn from others addressing the base of the pyramid and specific healthcare innovations.

1 “Base of the pyramid” refers to the approximately 4 billion people worldwide who each live on less than $1,500 annually. This population generally has limited access to the healthcare market.

Product Donations

Baxter donates products to help improve access to healthcare worldwide. In 2012, the company contributed more than $28 million in products and patient assistance programs to assist people in need in 63 countries (see map). To maximize impact, Baxter donates products that recipient organizations have requested specifically, such as intravenous (IV) solutions, hemostatic sealants, pharmaceuticals and hemophilia products. Baxter’s Global Community Relations team manages the process, guided by Baxter’s Global Product Donation Policy, which covers areas such as licensing, expiration and dating, accounting and tax laws, and export requirements.

The team works with supply chain managers and others at Baxter to identify opportunities to donate products, matching available inventory to patient need. In some cases, the company donates excess products that might be classified as regulated waste if destroyed. This has the added benefit of helping Baxter reduce waste and associated expenses.

To help improve the efficiency and effectiveness of the product donation process and facilitate timely, targeted support to communities in need, Baxter focuses its efforts on proactive strategic product donations. This approach increases aid organizations’ ability to plan and respond to emergencies, since the donor organizations know in advance what to expect from Baxter.

During 2012, Baxter continued to work with its humanitarian aid partners – AmeriCares and Direct Relief International (DRI) – to pre-
position products for emergencies as well as ongoing needs in underserved communities. AmeriCares, an international disaster-relief and humanitarian-aid organization, airlifts critical medicines, medical supplies and other aid to areas suffering humanitarian crises resulting from natural disasters or political strife. Direct Relief International, a non-profit, non-sectarian humanitarian-assistance organization, provides medical assistance to victims of poverty, disaster and civil unrest. Baxter collaborates with these organizations to develop a yearly product donation plan. This helps ensure that Baxter contributes most needed products to stabilize supply in least developed and developing economies, and that the company’s products are first on the scene following disasters and tragedies.

Baxter contributed products with long shelf lives to aid partners in 2012 to provide organizations with a steady supply of medicines for ongoing support as well as critical therapies to offer in times of crisis. For example:

- **Malawi**—Baxter shipped antibiotics to AmeriCares to distribute throughout the country, following an urgent request from the Malawian president, due to hospital shortages. This one-time request has prompted Baxter to add this product to its future donation shipments.
- **Asunción, Paraguay**—Local doctors use Baxter’s products from AmeriCares’ shipments to treat the wounds of local residents, which recently included a four-year-old girl who was severely burned.
- **Shirati, Tanzania**—At Sota Health Center, a DRI program uses products from Baxter and other companies to provide free treatment to children with Burkitt’s Lymphoma. This disease has a high mortality rate in Africa, but patients with a full course of treatment experience a high survival rate.
- **Somaliland**—DRI shipped Baxter products to a local maternity hospital, enabling doctors to perform procedures for women suffering from obstetric fistula. Although the country’s maternal mortality rate is very high, this hospital had zero such incidents out of nearly 1,300 deliveries and more than 170 Cesarean sections it performed in 2012.

### Pre-positioned to Assist in Aftermath of Natural Disasters

In 2012, pre-positioned Baxter products were on hand in countries that were impacted by, or still recovering from, natural disasters.

When Volcan del Fuego in Guatemala erupted in September 2012, more than 33,000 people in the area needed to evacuate, and many required shelter and medical assistance. Given the proximity of local non-profit and DRI partner, God’s Child Project, the government asked the organization to serve as an evacuation center. God’s Child Project had supplies on hand—including Baxter products—from DRI’s Hurricane Preparedness Program, which effectively met the medical needs of community members impacted by the disaster.

In October 2012, when Superstorm Sandy struck New York, Baxter products were made available to the community through both AmeriCares and DRI. AmeriCares distributed Baxter irrigation products to a volunteer clinic to help doctors treat wounds. DRI had medical supplies both in Hurricane Preparedness Program packs that had been shipped ahead of time, as well as subsequent shipments from the organization’s warehouse. Additionally, Baxter service specialists worked in difficult conditions to make regular renal therapy deliveries to patients in areas hard hit by the storm.

Today, areas of Haiti are still impacted by the earthquake that struck in January 2010 and the subsequent cholera outbreak. Baxter continues to partner with AmeriCares and DRI to provide product donations to meet the ongoing health needs of local residents who continue to rebuild their lives in the aftermath of the disaster. DRI has delivered nearly $5 million of Baxter products to Haiti since the incident.

### World Federation of Hemophilia Global Alliance for Progress

Baxter also facilitates access to healthcare through support of non-profit organizations such as the World Federation of Hemophilia, dedicated to improving the lives of people with hemophilia and related bleeding disorders. Baxter is the founding sponsor of the organization’s 10-year Global Alliance for Progress (GAP) program, which works to improve hemophilia diagnosis and treatment in developing countries. Since its launch in 2003, GAP has diagnosed more than 27,000 patients with bleeding disorders – including 23,000 with hemophilia – in 18 countries, and educated and trained more than 13,000 healthcare professionals and regulators.

To help ensure that underserved countries have factor replacement treatment, Baxter has donated more than 16 million units of product over the past three years through its humanitarian aid partners, the World Federation of Hemophilia and AmeriCares.¹
Patient Assistance Programs

Baxter maintains U.S. patient assistance programs to help ensure continuous access to products, for those who qualify, in the event of an insurance lapse.

Additionally, Baxter is a long-time supporter of Patient Services, Inc. (PSI), a non-profit organization that provides financial assistance to patients with rare disorders, to help them afford health insurance. Over the last 14 years, Baxter has contributed nearly $9 million to PSI programs that support patients with bleeding disorders, alpha-1 antitrypsin deficiency (AAT) and primary immune disease. Through these efforts, PSI assisted more than 550 patients with these disorders in 2012.

Baxter continues to run the myPN Support program, a patient assistance program for U.S. citizens and legal residents in the United States that supports qualifying patients with continued access to certain parenteral nutrition (PN) drug therapies. For more information, please see the section on Baxter’s patient and caregiver services and programs.

Medical Missions

When healthcare professionals travel overseas to provide charitable medical care to under-served populations, they often work in hospitals and clinics lacking modern surgical suite materials. Baxter's BioSurgery hemostatic and tissue sealant products as well as anesthesia products are some of the most requested Baxter products in these situations. During 2012, AmeriCares sent more than 220 shipments with Baxter products to 37 countries in support of medical missions.


The Baxter International Foundation

Thanks in part to a grant from The Baxter International Foundation, children in need of physical, speech or occupational therapy can benefit from hippotherapy, using a horse’s movement for rehabilitation, at Ride On Therapeutic Horsemanship in Thousand Oaks, California.

The Baxter International Foundation’s primary focus is increasing access to healthcare worldwide. In 2012, the Foundation donated more than $3 million (excluding future commitments) in 13 countries. This included over $725,000 to more than 730 organizations through the Foundation’s Dollars for Doers and Matching Gifts programs that support employees’ philanthropic contributions. The majority of the grants resulted from recommendations from Baxter facilities and targeted programs that improve the quality and accessibility of healthcare for the disadvantaged and underserved in local communities.

Grants awarded in 2012 helped meet local needs to increase access to dental care, mental health care, and other healthcare services for children, the uninsured, and the elderly. Recipients included the following:

- **China** - Project Hope, in Shanghai, will pilot a care model to improve the efficiency and effectiveness of home-based health care for the elderly.
- **Ireland** - Childvision, in Dublin, received funds to support the salaries of two full time equine therapists and a project manager for the first year of the organization’s new equine program.
- **Mexico** - Aceptame Como Soy, in Morales, used funds for the salaries of two part-time psychologists, a full-time nutritionist and the services of an outsourced audiologist.
- **United States** - Eisner Pediatric and Family Clinic, in Los Angeles, will use contributions to add another pharmacist to support the expansion of its pharmacy.

See a complete list of recent Baxter International Foundation grants with additional detail.

The Baxter International Foundation also sponsors three prize programs, among the most
Case Study: Improving Access to Renal Therapy in China

One million people in China are estimated to have end stage renal disease (ESRD), or irreversible kidney failure. In 2012, China’s Ministry of Health ranked ESRD as one of the eight most critical diseases in the country. Despite this, only a minority of affected individuals receive regular treatment.

For patients with ESRD in rural China, the situation is especially challenging. Access to care and therapy is often limited due to low awareness of the disease and insufficient hospital infrastructure and personnel.

A recent partnership between Baxter China and the Chinese National Institute of Hospital Administration aims to help address these and related issues. The partnership, formally established in November 2012 when Baxter China signed a memorandum of understanding with the National Institute of Hospital Administration under the Ministry of Health, will develop and deploy a sustainable care and delivery model for peritoneal dialysis (PD) patients with ESRD in rural parts of the country. PD is a home-based therapy in which patients infuse a solution through a surgically implanted catheter in their abdomen into their peritoneum, or abdominal cavity, where it draws waste products across the peritoneal membrane (which serves as a natural filter) and into the solution.

The program, “Flying Angel,” piloted in six provinces beginning in early 2012. It focuses on establishing a distribution model for PD supplies, improving standards of care, developing public education programs, training healthcare professionals and improving affordability for patients. A recent health economic study by the Ministry of Human Resources and Social Security (MoHRSS)
concluded that PD is a cost-effective treatment compared with in-center hemodialysis and savings would enable more patients to receive therapy.

"Baxter believes that partnerships are critical to creating and ensuring a sustainable healthcare future for China. As a leader in the discovery and development of innovative specialized treatments for chronic and acute diseases, Baxter has been committed to meeting China’s healthcare needs for more than 20 years," said Sanjay Prabhakaran, general manager, Baxter China/Hong Kong. "Our partnerships focus on expanding and sustaining access to quality care from hospital to home."

**Case Study: Feature Story**

**Families touched by hemophilia receive much-needed support in Spanish**

Carmen and Daniel Navarro were growing increasingly concerned. Their one-year-old son Brian was showing signs of injury that seemed to appear out of thin air—alarming bruises under his arms and inside his mouth.

As native Spanish speakers, interactions with English-speaking medical staff were often challenging for the Los Angeles-based Navarros. But that didn’t keep them from rushing Brian to an urgent care clinic after a particularly bad bruise. However, instead of getting the answers they desperately sought, they were assigned a social worker and endured a humiliating child abuse investigation. So when they needed to take Brian to the hospital for severe bleeding from his mouth a few months later, the family was fearful.

However, this time there was no suspicion. The doctor told them, "Your son has a medical condition with no cure." Brian was diagnosed with hemophilia A, a rare genetic blood clotting disorder that primarily affects males. People living with hemophilia do not have enough of, or are missing, one of the blood clotting proteins, known as factors, naturally found in blood. The body depends on these clotting factors to stop bleeding after an injury and to promote healing.

Carmen and Daniel were shocked. Their two oldest sons did not have hemophilia and no other relatives, that they are aware of, have the condition. "It was very hard to know and accept that this was a medical condition he’d have to live with," remembered Carmen. "I live for my family. I didn't want to see my son in pain."

The Navarros struggled to understand the brief hemophilia A explanation the doctor provided in English, and the hospital offered no resources in Spanish. Provided with only a short-term treatment and a follow-up appointment two weeks later, the family was still concerned. So they quickly got Brian in the car and made the three-hour trip south to Tijuana, Mexico, to see a doctor there with whom they could speak in Spanish.

**A need for resources in Spanish**

While it was comforting to speak to a doctor in their preferred language, the Navarros knew that traveling to Mexico for regular medical care was not feasible, and quickly took steps to learn more about hemophilia and local treatment options for their son. When Brian was an older child, Carmen and Daniel learned about Baxter International Inc.’s Bilingual Healthcare Educators initiative.

Started in 2006, Baxter’s Bilingual Healthcare Educators located in cities across the U.S. provide Spanish-speaking patients and their families with culturally-appropriate educational programs about hemophilia, options for care and information on how to navigate an often complex healthcare system, all in their preferred language. Hispanics now make up more than 16 percent of the U.S. population, a figure that is expected to continue to grow significantly in the next decade. As a leader in the hemophilia community with a history of innovating to better serve patients, Baxter established this team to support the nearly 1,900 Hispanics in the U.S. who live with hemophilia A, as many of these patients and their families—such as the Navarros—can experience gaps in care due to language and cultural barriers, lack of access to preventive care or basic knowledge on accessing the healthcare system.

There had been a misconception that Hispanic hemophilia patients simply weren’t interested in taking part in educational opportunities. However, says RosaLee Satterthwaite, director of marketing at Baxter, who leads the initiative, "When we were assessing the need for a program like this, there was such a resounding positive response from the community. These programs just needed to be in Spanish."
The initiative has grown to encompass educational programs, peer-to-peer support groups, outreach at Hispanic community events and political advocacy work. Its "Facts First" educational program contains a repertoire of presentations on 19 different topics—including ones about basic information about hemophilia, how to best access care in the emergency room and learning how to keep joints healthy.

The team continues to expand, with additional team members expected to be added in key Spanish-speaking markets in 2013. "We're excited about the company's ongoing commitment to this initiative," says Satterthwaite. "And we welcome the opportunity to assess and work with other ethnic/cultural groups in need."

Essential support from the hemophilia community

The hemophilia peer-to-peer groups have been widely embraced, and 8 such groups have been established in California, Florida, Illinois, North Carolina, Texas, Washington and the New England area.

"There have been some families out there who had no idea there were so many Spanish-speaking people with hemophilia in their own backyard," said Esperanza Ramos, LVN, Baxter's senior manager of health education, who has worked closely with the Navarro family over the past four years and checks in periodically to see how Brian is doing. Ramos adds, "Being able to reach out to families in a culturally sensitive way makes a big difference in their overall understanding and healthcare experience."

Carmen agrees. "For me, it was important to have support in Spanish. The support group is part of the education. It made me feel really good—like I was getting treatment too." She noted that while Brian is bilingual, and she now is proficient in English, the bilingual educational sessions were also helpful for other Spanish-speaking family members involved in Brian's care who need to understand the disease and his treatment. "Everyone needs to know what to do in case of an emergency," she stressed.

Brian, now a busy 19-year-old who enjoys playing pick-up basketball games in the park, works part-time and plans to start college classes in the spring at West Los Angeles College.

"It was like going to church every Sunday," Brian said, of his familiarity with the Baxter educational events. "It's helped me to cope, to realize that I'm not the only one dealing with this."

In addition to providing emotional support for him and his family, Brian noted that the educational events also offered valuable information about treatment options and lifestyle changes that could reduce bleeding episodes, as well as direction regarding insurance and healthcare providers.

"They tell you how to stay in good health and keep a good balance in your life," he said. "Anything my mom learned from the events, she used with me."

Sharing experiences to help others

His mother hopes that she and her family can help others who are going through the same confusion and pain that they went through when Brian was first diagnosed.
"It's really hard when your child is first diagnosed and you don't know what it is or who to ask for help, especially when you are a Spanish speaker," said Carmen, who is still actively involved in attending Baxter educational programs and other events. "We have to show parents that they are not alone, and tell them to ask questions and get involved."

She added, "I always give Brian the freedom to be himself, and never make him feel like he can’t do something. Your child may seem a little more fragile, but with proper treatment and support from your doctor, they can do it."

Brian has been helping to share this empowering message with parents of other children during these support gatherings.

"At one of the events I met a parent who had a doctor tell her that her son wouldn’t be normal," he shared. "When I started telling her about my experience with hemophilia and everything I can do, she started tearing up. This only inspires me to continue to tell my story and share with others how hemophilia doesn't define me."