

A B  R C A

SOCIAL RESPONSIBILITY REPORT 2018-2020

# FORGING A BETTER WAY IN HEALTHCARE

BETTER CARE COMMUNITY  
EFFORTS & OUTREACH





**ALL IN.**

## MESSAGE FROM

**JASON BORSCHOW****PRESIDENT & CHIEF EXECUTIVE OFFICER AT ABARCA HEALTH**

Since Abarca's inception 15 years ago, our mission has been to transform Puerto Rico's healthcare system and to give back to the quality of life in our communities. Today more than ever, we are aware that our efforts and initiatives for better care are essential to the social well-being of the people we serve, and we feel fortunate to have the means and human power to make a difference in so many lives.

To this purpose, we have designed and executed a variety of educational initiatives, volunteer programs, and fundraising efforts, aimed at finding ways to provide better care, a better experience, and a higher standard to our members. There is no question that the greatest strength of our community efforts and initiatives comes from the hard work, unrelenting commitment, and passion of our employees. They represent our company's core values through these efforts and are the beating heart of our social transformation objectives.

On behalf of all of us at Abarca, we are deeply grateful for the trust and support of the organizations we have had the pleasure of working with, the people of our communities, and our clients and partners. We are fortunate to have them as a part of our family and our mission to improve the quality of life in the communities we serve.

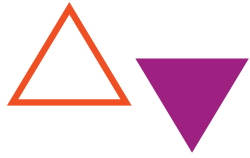
A stylized, handwritten signature in black ink that reads "Jason".

# OVERVIEW

BETTER CARE COMMUNITY PROGRAM .....	6
BCCP 2019 BENEFICIARIES .....	7-10
ADDITIONAL BETTER CARE AWARENESS INITIATIVES .....	11
OFF ROAD PHARMACY PROGRAM .....	12
BETTER HEALTH AWARENESS EFFORTS .....	13
NATIONAL PHARMACY WEEK 2019 .....	14
DISASTER PLANNING, RESPONSE & RECOVERY INITIATIVES .....	15
COMMUNITY OUTREACH & RECOVERY INITIATIVES AFTER HURRICANES MARIA & IRMA .....	16
STUDENT INTERNSHIP PROGRAMS .....	17
DIVERSITY & INCLUSION INITIATIVES IN THE WORKPLACE .....	18
WOMEN IN STEM.....	19
FUTURE EFFORTS: BETTER CARE COMMUNITY PROGRAM 2021-23 BENEFICIARIES .....	20-23



A  
BETTER  
WAY



# BETTER CARE

COMMUNITY PROGRAM



## ABARCA'S BETTER CARE COMMUNITY PROGRAM (BCCP) OVERVIEW

Designed and managed entirely by Abarcans, the BCCP is an innovative initiative that supports the efforts of health-related not-for-profits that work to improve the quality of life of communities in Puerto Rico and Florida. The program gives our organization the valuable opportunity to place our resources and competencies at the service of projects with the potential to significantly improve the health of people who need it most.

Abarca **provided an initial budget (up to \$45,000)** and other fundraising initiatives were implemented to support the program.

## THE BCCP SELECTION PROCESS



**EVALUATION CRITERIA:** Two main criteria for evaluating the organizations are their positive community impact and alignment with Abarca's core values. The entities are also required to be in the sector of health services, and serve the neediest populations.



**ELIGIBILITY:** The participating entity must be, at the date of the request, duly registered with the State Department of Puerto Rico or Florida as a not-for-profit organization and have an exemption certificate tax rate from the Treasury Department.



**FINAL SELECTION:** The entities that receive the highest scores from the open vote led by Abarcans, receive a grant, volunteer support, and partnership with Abarca for the specified amount of time outlined in the contract.



# THE BETTER CARE COMMUNITY PROGRAM 2019

In the first edition of the BCCP, donations of over \$50,000 and 400 hours in volunteer time were allocated to four not-for-profit organizations. More than 8,000 people benefited from these initiatives.



## BCCP 2019 BENEFICIARY

**CienciaPR** is a non-profit organization made up of scientists, professionals, students, and citizens committed to advancing science in Puerto Rico.

By empowering young Latinas through STEM ambassadorships, their *Seeds of Success* initiative is cultivating an interest in young girls to study in the fields of Science, Technology, Engineering, Math, and Healthcare, and shaping the young female minds of the future. The organization received a **grant of \$15,000 and volunteer support from Abarcans** to aid them in this initiative.

## COMMUNITY IMPACT:

- ▲ **5,000 girls** impacted by the **Seeds of Success** initiative.
- ▲ **4 educational workshops** provided to 100 female students.
- ▲ The grant was used to contract an **Outreach Manager & Project Evaluator**.
- ▲ Additional **leadership resources implemented**.
- ▲ Funds allocated to pay for **transportation costs**.



## COMMUNITY IMPACT:



### BCCP 2019 BENEFICIARY

**Hogar Infantil Jesús Nazareno (Nazareno Jesús Children's Home) in Isabela** provides a safe and loving home for newborns and children aged up to 13 years who have been removed from their homes due to mistreatment and abandonment. Their aim is to improve the child's life by caring for them from an early age, setting forth the base for proper growth, development, and education. Through the BCCP, the children's home received **a grant of \$8,000 and volunteer support from Abarca.**

- ▲ **Implementation of an in-house pediatrician** to provide medical evaluations to the children, monitor their health progress twice a month to prevent any future conditions or illness, and provide the correct treatments or medications in order for the children to have a better quality of health.
- ▲ Funding was also allocated toward **renovations to the shelter's clinical area.**
- ▲ The children received donations of **Back to School supplies.**
- ▲ The children received **clothes donations** at Christmas time.
- ▲ Funds allocated to sponsor a visit to the **Children's Museum in Carolina and other recreational activities.**





## BCCP 2019 BENEFICIARY

**Hogar Albergue para Niños Jesús de Nazaret in Mayagüez** offers refuge, food, transportation, health services, education, recreation, and social, and psychological support to victims of child abuse and neglect who have been removed from their homes. Their vision is to provide a safe home full of love, care, and protection, and to provide caregivers with the necessary tools to ensure a better quality of life for the children. The organization received a **\$5,000 grant and volunteer support from Abarcans.**

## COMMUNITY IMPACT:

- ▲ The grant was used to set up and equip a **medical dispensary for the shelter** to provide care to the children in-house and comply with the **Family First Law.**
- ▲ The children received donations of **Back to School supplies.**
- ▲ The children received **clothes donations** at Christmas time.
- ▲ A **Thanksgiving feast** was provided for the children.
- ▲ Funds allocated to sponsor a visit to the **Children's Museum in Carolina and other recreational activities.**



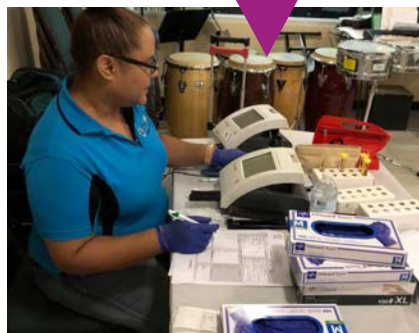


## BCCP 2019 BENEFICIARY

**Consejo Renal de Puerto Rico (Renal Council of Puerto Rico)** plays an integral role in helping reduce and manage renal diseases on the island through promotion, protection, and prevention. The not-for-profit organization resorts to a comprehensive and multidisciplinary service system that starts with research, early detection through free renal screening clinics, education, treatment, medical services, and the development of public policy.

## COMMUNITY IMPACT:

- ▲ Grant money allocated to the **update of an electronic platform** that allows clinical laboratories throughout PR to report renal function data obtained from the **Glomerular Filtration** index, an important indicator to detect renal disease at early stages.
- ▲ **A pilot of the platform** was implemented with **100 laboratories** that started reporting back their patients' data to **Consejo Renal**.
- ▲ As part of phase two of the platform's development, **a function to generate maps will be added to visualize received data by region** and municipality for the benefit of epidemiology reports.



# ADDITIONAL BETTER CARE AWARENESS EFFORTS

## ▲ Cena a Ciegas (Blind Dinner) hosted by the Retinitis Pigmentosa Foundation of Puerto Rico

Abarcans participated in **Cena a Ciegas**, a blind dinner hosted by the **Retinitis Pigmentosa Foundation of Puerto Rico**, a non-profit organization with a mission to raise awareness of blindness and visual impairment, namely the condition known as **Retinitis Pigmentosa (RP)**. The experience offered a small glimpse into the difficulties and challenges people living with sight impairments deal with on a daily basis and provided valuable and humbling knowledge to the participating Abarcans, to help them find a better way in healthcare.

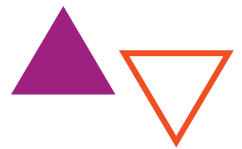


## ▲ Fit2Be Cancer Free CEO Fitness Challenge

**CEOs Against Cancer** is a highly influential group made up of executives from the world's top institutions, committed to spreading cancer awareness and prevention efforts. Every April, in recognition of National Cancer Control Month, the committee hosts the **Fit2Be Cancer Free CEO Fitness Challenge**, a 24-hour event in which chapter members track their every step throughout the workday, simultaneously encouraging their colleagues, friends, and communities to get more active in their daily lives.

## COMMUNITY IMPACT:

- ▲ **Abarcans raised \$2,500** for the **American Cancer Society**.



# ABARCA'S OFF ROAD PHARMACY PROGRAM

A bolder approach to pharmacy, education & Better Care

O F F R O A D

P H A R M A C Y P R O G R A M

At Abarca, we live to bring a better experience to our members, which is why we created the **Off-Road Pharmacy Program**, an educational initiative launched by our pharmacy team providing news, resources, and opportunities to our partners, Abarcans, clients & community pharmacists. The program also gives us a platform to contribute to the performance of our pharmaceutical community and the health of the people of our communities.

“By offering our knowledge to the service and empowerment of our community pharmacists who are performing extraordinary work on a daily basis, is our way of contributing to the excellence in health care in our country.”

— **Lisette Lorenzo**, VP of Product & Service Operations at Abarca.

## COMMUNITY IMPACT:



The launch of a continuing education **online course** on **Drug Utilization Review (DUR) Management Tools** available to community pharmacists and valid toward one credit. (In collaboration with Colegio de Farmacéuticos de Puerto Rico)



**320 pharmacists** participated in the course and received credits.



**2 full-time educators and service providers** were appointed to serve as extra resources to our community nurses, doctors, and pharmacists.



# BETTER HEALTH AWARENESS INITIATIVES

As part of our **Better Care initiative**, we take advantage of the opportunity to raise awareness and circulate preventive care resources in conjunction with National Health Observances (NHOs)—special days, weeks, or months dedicated to educating the general public about important health topics through:



Educational blog posts highlighting the facts of who is most at risk for certain diseases and conditions and how to take action.



Screening, prevention resources, and counsel on how to live a healthier lifestyle to lower risk of diseases.

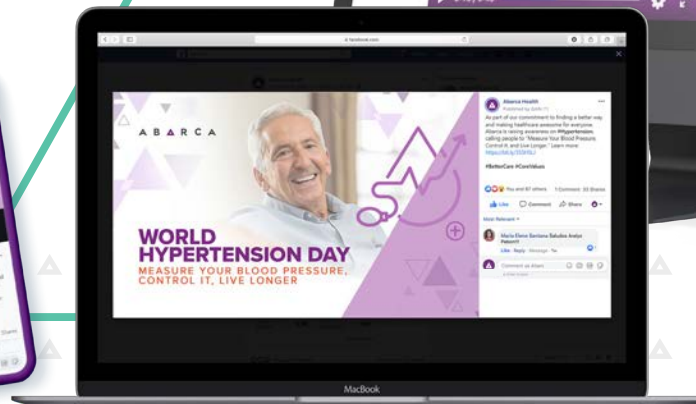
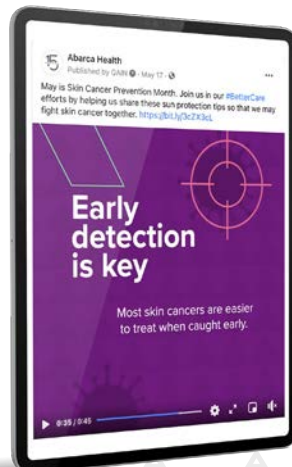


Case studies with educational facts and figures related to prevalent diseases.

## SOCIAL IMPACT:

People Reached: **44,042**

Engagement: **2,518**



# NATIONAL PHARMACY WEEK 2019:

## HEALTH FAIR

SCAN TO WATCH  
VIDEOS FROM THE  
HEALTH FAIR

Abarcans coordinated a Health Fair, free clinical testing, and an educational booth for our employees and community impacting +200 people who received:



**Beneficial  
health  
orientations**



**Medication  
counseling with  
pharmacists**



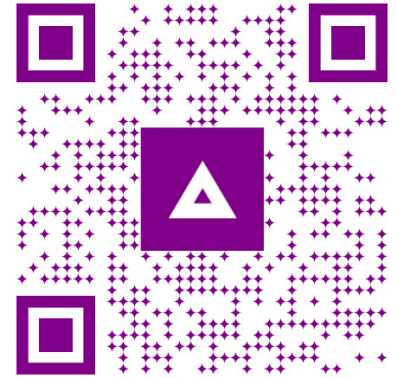
**Glucose  
monitoring  
(Dextro)**



**Blood pressure  
monitoring**



**Weight  
monitoring  
and BMI**



# DISASTER PLANNING, RESPONSE & RECOVERY INITIATIVES:

## CONTINUITY OF PRESCRIPTION BENEFITS PROGRAMS AFTER HURRICANES MARIA & IRMA

Natural disasters serve as a call to action for health and social service professionals to work together with other key stakeholders to ensure that our communities, disaster planning initiatives mitigate health challenges, respond to the immediate effects, and prepare for the longer-term infrastructural recovery efforts to support the health and welfare of the people of our communities.

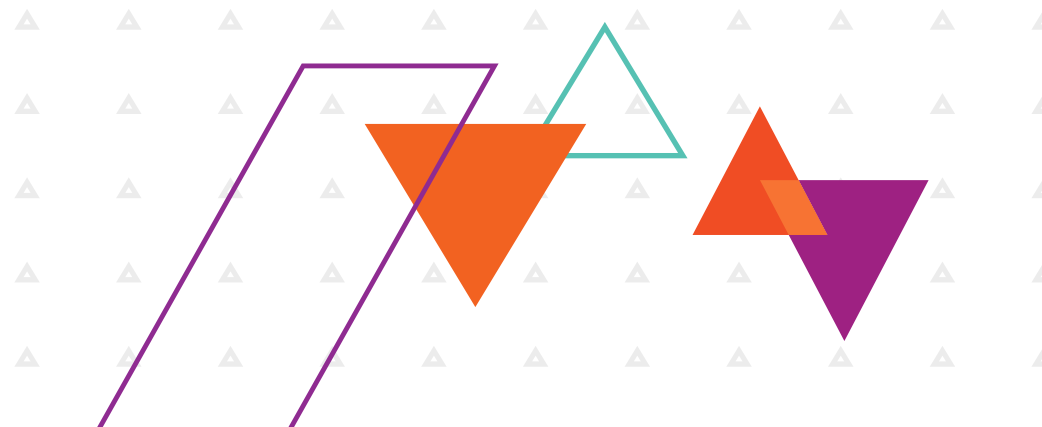
Abarcan Senior Pharmacist, Ana Rivera, and Vice President of PBM Operations, Lissette Lorenzo, presented their unique knowledge of the effect disasters have on the availability of prescription drugs, medication adherence, and community health.

These lessons learned helped Abarcans implement redundant infrastructure, proper planning, and training, as well as an impactful recovery plan to alleviate the negative impact Hurricanes Maria and Irma had on our most vulnerable communities.

## COMMUNITY IMPACT:

- ▲ **Infrastructural Preparedness:** We developed a highly redundant infrastructure with data and call center operations routed through at least three different facilities across the US.
- ▲ **Disaster Action & Recovery Plan:** Our plan included a timeline of activities that must take place 72, 48, and 24 hours before an anticipated natural disaster, and immediate actions to be performed after it hits.

- ▲ **Ensured the Availability of Medications:** In the immediate aftermath of Hurricane Maria, we assisted pharmacies in serving members by processing claims over the phone and visiting more than 200 retail locations.
- ▲ **Implementation of a medication inventory database:** We were able to develop a database in which pharmacies could access real-time inventory of medications, to help them better serve patients most in need. This database served as an official resource for the Puerto Rican government.
- ▲ **Provided assistance in helping patients obtain the medications they needed:** We worked with prescribers and pharmacies to identify patients in the greatest need of immediate intervention and provided them with counsel.
- ▲ **Maintained Medication Therapy Management (MTM) programs:** Our MTM team of case managers and clinicians visited prescribers in person. Our analytics team prioritized which providers should be seen based on geography and the patients they served. Due to this, our principal health plan client on the island was able to maintain a CMS 5-star rating, in spite of the storm.



## COMMUNITY OUTREACH & RECOVERY INITIATIVES AFTER HURRICANES MARIA & IRMA:



**300 Served Meals & Essential Items Delivered to Victims:** Two full-day visits to the Punta Santiago Community in Humacao, in alliance with pharmaceutical companies.



**Essential Items Delivered** to Comunidad Bella Vista, Humacao and Las Piedras in collaboration with ASES.



**Health Fair:** Coordinated in the Quebrada Vueltas de Fajardo Community with the support of MMM.



**Basic Necessities & Food** delivered to Comunidad San Isidro in Canóvanas.

## COMMUNITY OUTREACH: DONATIONS & CHARITABLE CONTRIBUTIONS

Since our founding, Abarca has been committed to giving back to the underserved communities in Puerto Rico and the U.S., and have since impacted thousands of young people each year through donations and community outreach initiatives in the areas of:



**Science & Technology**



**Arts & Culture**



**Health Services**



**Education**



A B ▲ R C A

## STUDENT INTERNSHIP

### PROGRAMS



We believe education is one of the most powerful tools to transform the quality of life of the people in our communities, to minimize poverty, and achieve sustainable socioeconomic development.

Our student internship programs are an initiative of our organizational development platform Abarcan Growth, and part of our greater commitment to making healthcare awesome for everyone. We call our interns Sparks because we believe they are the small fiery particles necessary to ignite the rocket of our growth and propel us to a future ablaze with possibilities!

### IGNITE SUMMER INTERNSHIP & CO-OP PROGRAMS

Through these programs, students gain valuable experience in their area of study through real-life projects and scenarios, learn about our operations and technologies, and work in a team of professionals.

### CLINICAL PHARMACISTS INTERNSHIP PROGRAM

Through this program, Pharmacy Students have the opportunity to rotate between the following Clinical Programs:

- ▲ Medication Therapy Management (MTM)
- ▲ Disease Management
- ▲ Formulary Management
- ▲ Drug Utilization Review (DUR)
- ▲ Coverage Determination
- ▲ Pharmacy & Therapeutics
- ▲ Clinical Client Management

# DIVERSITY & INCLUSION INITIATIVES IN THE WORKPLACE

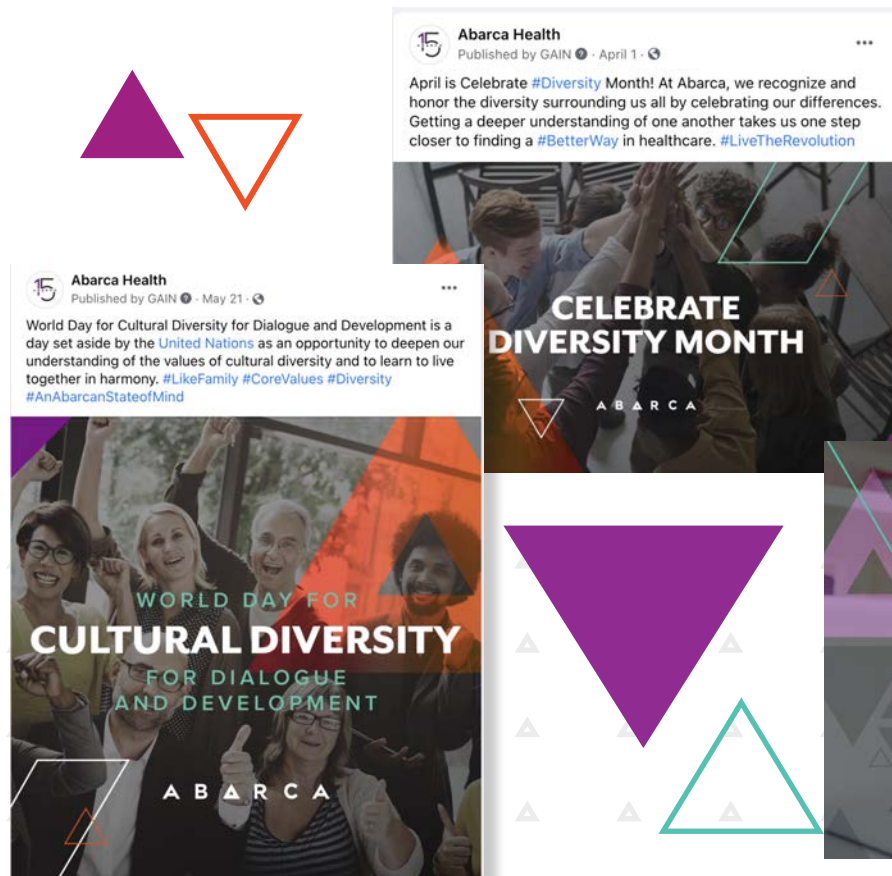
It's Abarca's policy to support a diverse workforce and inclusive environment across every part of our organization. Equity is in the design of our systems and processes, and helps to uphold diversity and inclusion-related goals and actions. We strive to promote a workplace that encourages and celebrates diversity of thought and reflects the communities we serve. Our belief is that diversity and inclusion drive innovation, creativity, competitiveness, flexibility, and positions us for success to make healthcare awesome.

## BETTER CONVERSATIONS

Better Conversations is an initiative that seeks to open communication bridges between Abarcans on topics that could challenge the status quo and should be discussed to empower an inclusive work environment.

The first conversation on the topic of "Working Parents," was led by Dra. Karen G. Martinez-Gonzalez, Associate Professor and Chair in the Department of Psychiatry at the University of Puerto Rico and Director of the Center for the Study and Treatment of Fear and Anxiety.

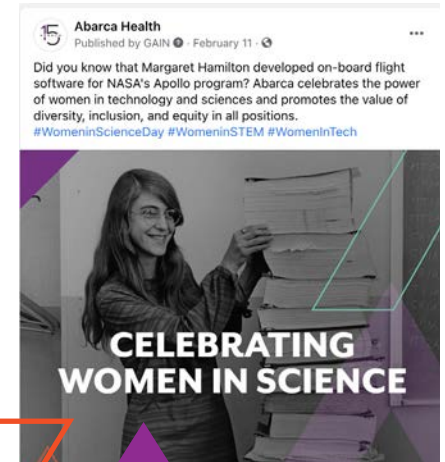
Through this effort, we created a space of trust where Abarcans shook it off and learned valuable tools to help navigate this new work-life-family reality. Mercibel González, Vice President of Talent Strategy, and Tony Pérez, Clinical Pharmacist, also shared their personal perspectives and experiences as working parents at Abarca.



# WOMEN IN STEM WORKING FOR A BETTER WAY IN HEALTHCARE



At Abarca, we fully support and inspire women in tech and STEM positions. We believe that interaction within a diverse team empowers individuals to work better and anticipate alternative viewpoints and perspectives for better productivity and increased innovation. In turn, a diverse work environment gives us a greater opportunity to pave a better way in healthcare.



# FUTURE EFFORTS: BETTER CARE COMMUNITY PROGRAM 2021-23 BENEFICIARIES

## THE BETTER CARE COMMUNITY PROGRAM 2021

In the second edition of the BCCP, Abarca will continue to support the initiatives of Ciencia Puerto Rico and Hogar Infantil Jesús Nazareno. Additionally, the BCCP 2021 has been expanded to include 3 additional organizations, including for the first time ever, a Florida-based not-for-profit to receive a research grant focused in the area of tropical diseases and/or COVID-19 initiatives.

## BENEFICIARIES OF THE BCCP 2021 WILL ALSO RECEIVE:

- ▲ A grant to support their health-related initiatives.
- ▲ Hours of **volunteer support** from Abarcans.
- ▲ A **3-year partnership** with Abarca.





## BCCP 2021 BENEFICIARY

The **UPR Medical Sciences Campus** is an interdisciplinary and internationally renowned academic health center and a model of excellence in: healthcare; the education of health professionals, researchers, and scholars; interaction with the community; and interdisciplinary research, greatly impacting the improvement in the health of the population and in the health care services system of Puerto Rico.



## WHAT THE ORGANIZATION WILL RECEIVE:

- ▲ A **grant to research the association** between outdoor aeroallergens (fungal spores and pollen) with morbidity caused by COVID-19 in the San Juan and Caguas municipalities.
- ▲ **Access to Abarca's clinical and analytics teams.**





## BCCP 2021 BENEFICIARY

The **Community Organization of MS and Cancer's** mission is to support and educate people living with Multiple Sclerosis and/or active cancer. Abarcans will volunteer their time to aid the organization in their activities and initiatives, create promotions, be involved in education, as well as many other opportunities.



## FUTURE COMMUNITY IMPACT:

- ▲ **Send whistles to MS patients** so if a natural disaster hits, they can alert someone nearby.
- ▲ **Send portable air conditioners to help MS patients** from suffering a heat stroke.
- ▲ Provide **basic necessities to bedridden MS and cancer patients.**
- ▲ Coordinate **educational talks with health professionals** about MS.
- ▲ Carry out **the first educational forum related to MS and HPV** where clinical teams can present their research projects.



## FUTURE COMMUNITY IMPACT:

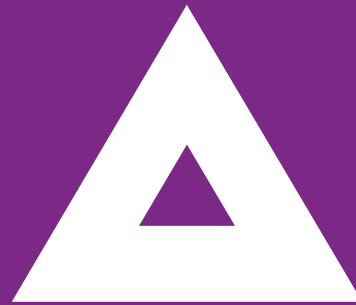
- ▲ A grant to support the organization's **Poseidon clinical trial** which is currently testing the impact of two common supplements (vitamin D and omega-3) on halting or delaying the progression of diabetes. They believe that this study could play a major role in discovering a cure for the disease.



## BCCP 2021 BENEFICIARY

The first Florida-based not-for-profit organization to be chosen for the BCCP, the **Diabetes Research Institute Foundation** (DRIF) is recognized as one of the world's most respected diabetes research organizations. With more than 425 million people living with diabetes worldwide, tomorrow isn't soon enough for a cure to be found.





A B △ R C A

*Let's continue to work together to make  
healthcare awesome for everyone!*