The Novartis Commitment to Patients and Caregivers

Only by working together and delivering on the four pillars of our Commitment, can we improve outcomes for patients and change the practice of medicine.

40+ Patient organizations representing
200 m Patients contributed to its development
78,000+ Novartis employees own it as an aspiration to embed the perspective of patients and caregivers systematically in our decision-making.

Our Commitment is based on four pillars

- Respecting and understanding the patient community perspective
- Expanding access to our medicines
- Conducting responsible clinical trials
- Recognizing the importance of transparency and reporting

Sharing our sixth year of progress

90% Early research programs in general medicines obtained patient insights before first-in-human trials (healthy volunteers).

32 Clinical development programs with 45 indications, comprising 51 clinical trials, which had a patient engagement component to obtain the patient perspective on the design and/or conduct of clinical trials.

266 Simplified summaries from Phase 1 - 4 clinical trials sent to investigators to share with over 40,000 trial participants and posted on novartis.com/clinicaltrials.

6,118 Patients reached through managed access programs. 95% of requests approved for 50 compounds in 72 countries providing access to locally unlicensed Novartis medicines when treatment options have been exhausted and enrollment into a clinical trial is not possible. At the end of 2023, more than 13,300 patients were receiving treatment through MAPs.

197 Clinical Trials included Patient Reported Outcomes (PRO) conducted in 79 countries.

33.2 m Patients reached through access programs, predominantly in low- and middle-income countries (LMICs).

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1. 2023 data. 2. Patient engagement component defined as interaction with patients to seek input, advice or guidance. 3. www.novctrd.com/#/terms. 4. https://www.novartis.com/healthcare-professionals/managed-access-programs. 5. Includes patients reached with medicines through Novartis Global Health, as well as patients reached with support programs, emerging market brands and donations. www.novartis.com/reportingsuite.
Our Commitment to Patients and Caregivers

2023 facts and figures

Respecting and understanding the patient community perspective

158 patient organizations in 18 disease areas from 31 countries engaged in global initiatives to inform decision-making. Average satisfaction score of engagements: 9 out of 10.

The Alliances and Partnerships for Patient Innovation and Solutions (APPIS) brought together 629 attendees from patient organizations and healthcare communities across 65 countries in its annual region-wise Summit, held in March 2023. Country-level APPIS engagements were also held in 11 countries to contextualize topics at a country level with multi-stakeholders on the ground.

#6 ranking in Corporate Reputation – evaluated by over 1 400 patient organizations.

#2 reputation ranking for Multiple Sclerosis.

#4 reputation ranking for Neurological disorders.

#7 reputation ranking for Cancer.

#2 reputation ranking for Arthritis.

Expanding access to our medicines

#4 in Access to Medicines Index – assessing companies’ performance in providing access to medicines for patients.

Invested USD 98.4 million in 2023 to advance new treatments for neglected tropical diseases and malaria.

31% increase in patients reached with strategic innovative therapies in low- and middle-income countries vs. 2022.

100% new medicines launched with a global access strategy.

Recognizing the importance of transparency and reporting

3 092 clinical trials posted on novartiscclinicaltrials.com, sharing results of clinical trials with society.

Returning to society with 26 manuscripts and 12 posters/oral presentations published on insights obtained from the patient community, to share the learnings.

Reported engagement with and support for 1 433 patient organizations in 76 countries in Transfer of Value report.

Conducting responsible clinical trials

Trial feedback questionnaires from 41 new clinical trials sent to patients to obtain insights on their participation experience; 568 new patient responses were received from 53 countries.

277 clinical trials listed for secure, voluntary data-sharing on ClinicalStudyDataRequest.com (CSDR).