



Impact Report 2020

MSHealth



Contents

A year in review	01
Key messages, corporate social responsibility	02
Governance & continuous improvement	03
Access and risk management: dispenser and prescriber program	04
Financial summary	05

MS Health acknowledges the Traditional Owners and Custodians of the land on which we live and work. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and emerging. We also acknowledge the enduring connection to their Traditional estates across Australia and to the ongoing passion, responsibility and commitment for their lands, waters, seas, flora and fauna as Traditional Owners and Custodians.

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Year in review



Welcome to MS Health's first ever Impact Report. The year posed a number of challenges to the organisation, from the pandemic itself as well as policies of containment here in Australia and abroad. These challenges have arguably forced many of us to reflect and focus on what matters most to us – our health, the safety of those we care about, the wellbeing of the people who work for and with us, and our enduring need for social connection and solidarity.

At MS Health, we have also been reflecting on our role and mission and what it will take to advance bodily autonomy for all people in Australia, especially in a context of rapid change and advancement in health and people's preferences.

MS Health plays an important role for women and pregnant people, and we know we cannot do this work without the support of like-minded health professionals, advocates and partners. Through the supply chain they show up every day to give more people choice and control over their reproductive health and lives.

We were humbled by the magnitude of the challenges we faced last year, but equally by the response of support and encouragement we received at every turn.

We are a part of a team who share our values. Some members of this team are known to us and some are not. But all of you are critical to ensuring people in Australia continue to have safe access to quality medicines that make a difference to their options, health and lives.

As such, and in response to calls from our community, we have committed to providing, as a first step, equal and regular access to information about the state of adoption of the certification program developed in concert with regulators to monitor safe provision of care.

In 2020 we also committed to the development of a strategic plan and sharing it with key stakeholders in 2021. In that plan we will be sharing further commitments that respond to changing community expectations around how this care is provided and a stakeholder engagement process.

A handwritten signature in black ink, consisting of a stylized 'J' and 'H' followed by a horizontal line extending to the right.

Jamal Hakim
Managing Director

Key messages

- 1. Responding to change:** we have worked closely with our partners and suppliers, improved our processes, and resourced our plans to build resilience into our supply chains.

- 2. Responding to community expectations:** we have listened to feedback and input from a diverse range of our stakeholders and embedded an agenda for change into our strategic planning process.

- 3. Building responsive communities of support:** we recognise the important contribution our community has made in facilitating and maintaining access, and commit to ongoing engagement for continuous improvement.

Corporate social responsibility

We take our role in supporting access seriously, both here in Australia and in international family planning programs facilitated by our relationship with MSI Reproductive Choices.

Without this support, many would have foregone care they both want and need, and we are proud of the contribution we have been able to make.

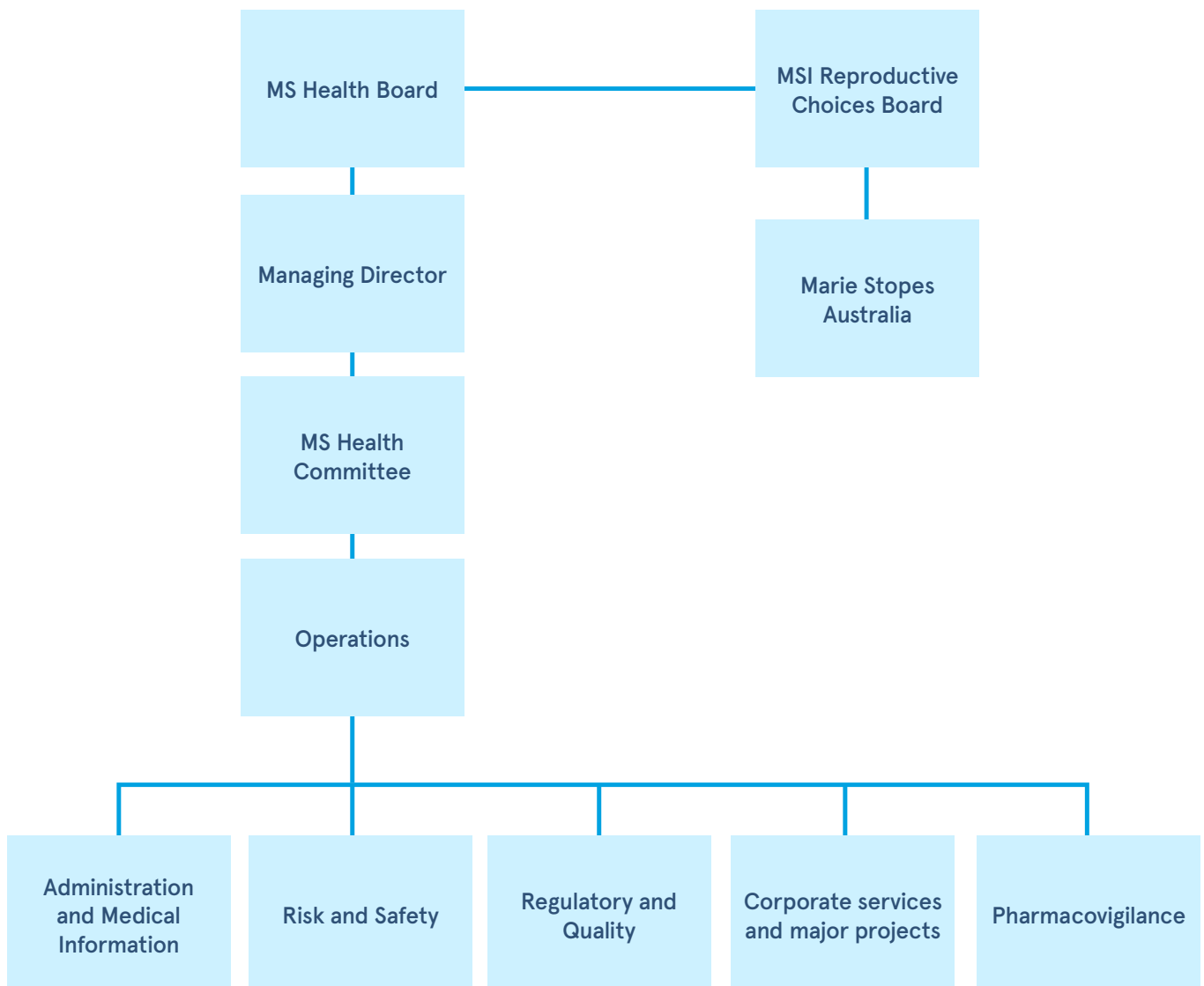
In addition to program support, we leverage key partnerships to ensure research, training and education that enhances clinical practice is made available to healthcare professionals.

Increasingly, these efforts focus on reducing costs and barriers of associated care, in ways that are proven to be safe and enhance access to timely treatment – reducing barriers that disproportionately affect at-risk groups.

Governance & continuous improvement

Accountability for implementation and review of our strategic plan, business improvement initiatives, risk and safety, as well as operational oversight is provided by a committee and governance framework that reports directly to the Managing Director and the MS Health Board.

MS Health has four board members, including at least one board representative from MSI Reproductive Choices.



Access and risk management: dispenser and prescriber program

Our risk management plan and the certification program play an important part in how we and our national regulator ensure medicines of this kind are safely and responsibly provided in Australia. Changes to our risk management plan are subject to regulatory review and approval, and we continue to be fully supportive of the certification, training and audit requirements, while we explore appropriate ways to improve and extend access options in line with community expectations.

One of these expectations is transparency around how the program has been received by healthcare professionals. As such, we have committed to publishing annual uptake data for the national certification program for medical abortion. The table below shows all actively certified dispensers and prescribers by Australian state and territory at the end of 2020.

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	National
Active Dispensers	142	1447	116	1159	239	242	1561	441	5347
Active Prescribers	51	784	100	554	159	102	853	238	2841

With regards to regional and remote access, we have also committed to providing further information about the service coverage of women of childbearing age by state / territory and geographical classification. The following tables show how many women are covered by one (1) certified prescriber and one (1) dispenser, by geographical classification of where they live.

Number of women of childbearing age per dispenser by region

	NT	NSW	ACT	VIC	QLD	SA	WA	TAS
Metro	-	1698	821	1223	1300	1710	1741	-
Regional	498	981	185	781	1007	1078	1276	532
Remote	478	1695	-	0	380	1925	388	1053

Number of women of childbearing age per prescriber by region

	NT	NSW	ACT	VIC	QLD	SA	WA	TAS
Metro	-	2,726	2,301	2,249	2,833	2,681	3,471	-
Regional	553	2,038	0	1,275	2,182	4,065	2,184	1,230
Remote	774	8,474	-	0	607	3,369	961	2,106

Note: a zero value indicates there are locations in that state or territory with that classification but no prescribers or dispensers are registered. A dash signifies there are no locations in that state or territory that fall under that classification. Classifications align with definitions provided by the Australian Bureau of Statistics (ABS).

Financial summary

Our financial summary provides an overview of where revenues are spent and invested, and what kind of contribution we made to our global mission in 2020.

68%

Distribution and operating costs



29%

Risk management and education



3%

Contribution to mission



Further information and feedback

MSHealth

Your feedback is valuable to us.
Please use the details below to
contact us about this report.

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