

# Why it **Matters**

Lack of patient adherence with therapy and medication management affects outcomes, healthcare costs, and reimbursement for providers.

Cost Implications

Clinical Implications

Reimbursement Impact

Impact on Patients  
with Chronic Conditions

“ Given the provider loyalty common among chronic disease patients, most health systems could benefit by moving 'upstream' to engage with these individuals while they have a lower-morbidity condition. Furthermore, given the high prevalence of these conditions, increasing the share of wallet captured could add significant value for systems that can serve these patients' needs successfully. ”

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**Source:** McKinsey & Company (<https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/chronic-disease-excellence-service-line-20-for-health-systems>)