

Nomura Europe Media
Field Trip to New York



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Forward-looking Statements

This presentation contains forward-looking statements. These statements may be identified by words such as "expect", "should", "could", "shall", and similar expressions. Wolters Kluwer cautions that such forward-looking statements are qualified by certain risks and uncertainties, that could cause actual results and events to differ materially from what is contemplated by the forward-looking statements. Factors which could cause actual results to differ from these forward-looking statements may include, without limitation, general economic conditions, conditions in the markets in which Wolters Kluwer is engaged, behavior of customers, suppliers and competitors, technological developments, the implementation and execution of new ICT systems or outsourcing, legal, tax, and regulatory rules affecting Wolters Kluwer's businesses, as well as risks related to mergers, acquisitions and divestments. In addition, financial risks, such as currency movements, interest rate fluctuations, liquidity and credit risks could influence future results. The foregoing list of factors should not be construed as exhaustive. Wolters Kluwer disclaims any intention or obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

The Professional's First Choice

Provide information, tools, and solutions to help professionals deliver quality results more efficiently

- Market-leading global information services company
- Leading positions in core markets: health, tax, accounting, corporate services, financial services, law and regulation
- Euronext listed (AEX index)
- Market capitalization €4.4 billion (US \$6.1 billion)
- 2009 Revenues of €3.4 billion (US \$4.8 billion)
- Approximately 19,300 employees
- In more than 40 countries across 5 continents

Wolters Kluwer Health & Pharma Solutions

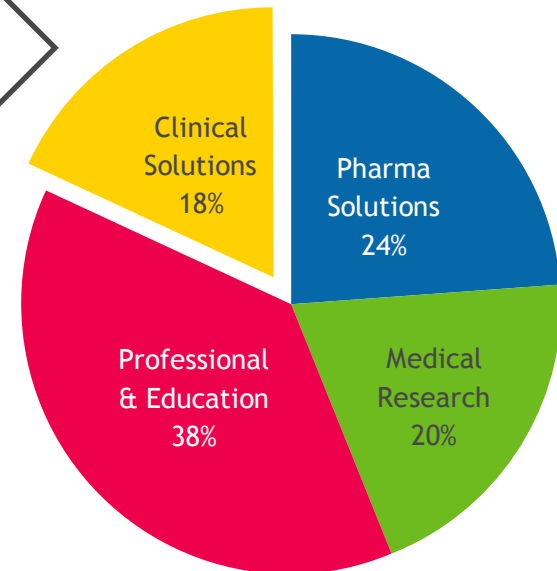
Wolters Kluwer

2009 Full-Year Revenue
€3,425 million



Health & Pharma Solutions

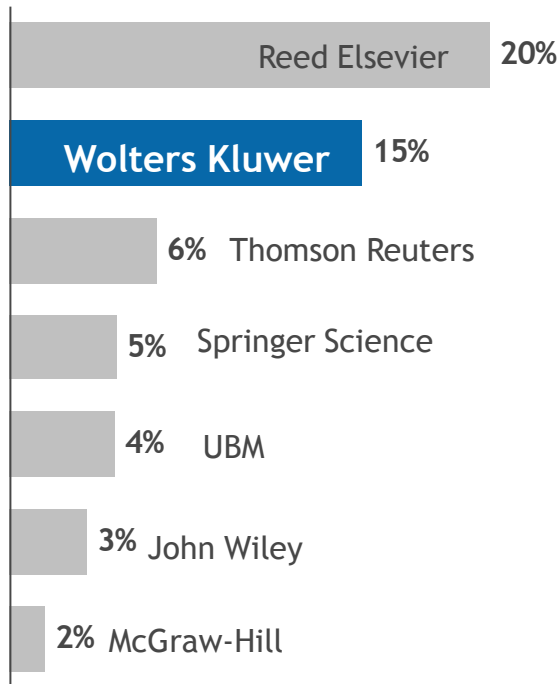
2009 Full-Year Revenue
€750 million



Health & Pharma Solutions

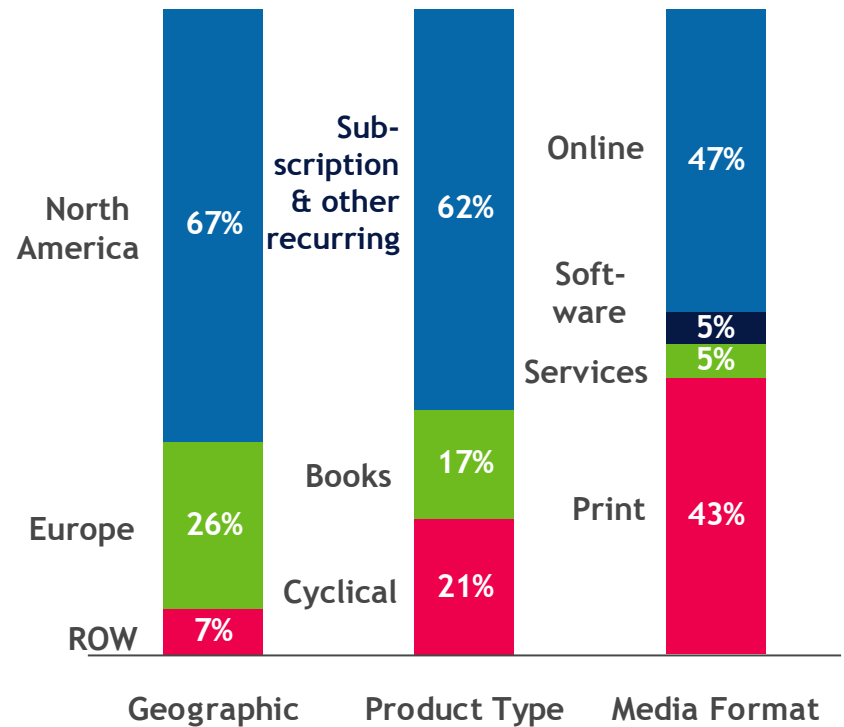
Wolters Kluwer commands a #2 position globally across the medical information markets

Medical Information Global Market Share €5.0 billion addressable market



Source: Outsell October 2008, Wolters Kluwer estimates

Wolters Kluwer Revenue €0.75 billion



Maximizing Value for Customers



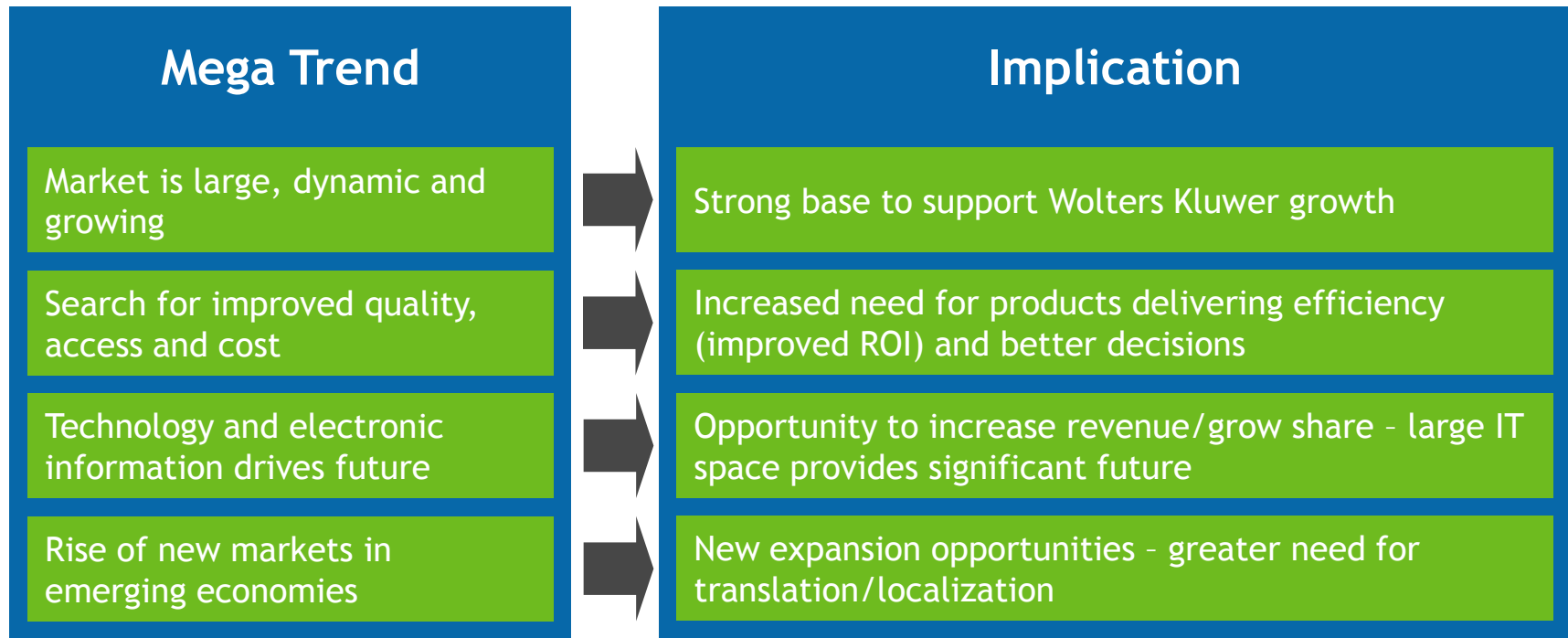


Strategy is Market Driven



Mega Trends:

Increasing focus on quality, access and costs play to our strengths in the provision of information-enabled solutions



Business Units with Leading Brands & Positions

Professional & Education

Text and reference for medical, nursing, and the health professions, both students and professionals

- Medical education publications: 30% market share
- Nursing education and practice publications: 40% market share
- Health Professional publications in 23 specialty areas

Lippincott
Williams & Wilkins
Nursing Made Incredibly Easy
Stedman's Medical Dictionary
Anatomical Chart Company
5 Minute Clinical Consult
5 Minute Database

Medical Research

- Leading online aggregator of scholarly information research solutions
- Leading medical journal publisher of print and online access for practitioners and educators
- Coverage in 142 countries and adoption by more than 95% of the world's academic medical institutions
- Publish more than 200 owned titles; publications with over 60 medical and nursing societies

Ovid®
Lippincott
Williams & Wilkins

Clinical Solutions

Drug and clinical decision support solutions for the point of care

- Referential and integrated drug information
- Documentation & coding
- Evidence-based clinical guidelines & order sets
- Integrated Clinical Decision Support

ProVation Order Sets
Facts & Comparisons®
Medi-Span®
ProVation® Medical
UpToDate®

Pharma Solutions

Information products and tools for pharmaceutical researchers, developers, and marketers

- Targeted marketing content and custom medical communications
- Business intelligence & analytics
- Serving the leading pharma, biotech, and medical device companies

Adis®
Source®

Clinical Solutions: Companies with Strong Brands

- CS HQ in Minneapolis; location of **ProVation Medical**
- Indianapolis, IN (**Medi-Span**)
- St. Louis, MO (**Facts & Comparisons**)
 - *Drug Information Business Lines*
- Boston, MA (**UpToDate**)
 - *Clinical Decision Support Market Leader*
- Clinical Solutions is growing at double digits with strong profitability

Experience Counts

- 700 employees in Clinical Solutions Group
- 70 employed physicians on staff, several hundred consultants
- 30 pharmacists
- 22 full-time nurses and coders
- 4,000-member external physician content contributor network
- Over 500,000 clinician end-users



Clinical Solutions Serves Five Core Market Segments

- Hospitals
- Ambulatory Surgery Centers (Outpatient facilities in the US; generally owned by physician consortiums)
- Physician Offices/Individual Clinicians (Physicians, Nurses, Pharmacists)
- Electronic Medical Record (EMR) Companies (Meditech, McKesson, Allscripts etc.)
- Retail Pharmacy Chains (Walgreen's, Target, Wal-Mart etc.)
- 80% of revenues from North America

Three Areas of Excellence

1. Multi-Specialty Clinical Procedure Documentation (CPD): Medical Content Driven Software

ProVation MD

- Rapidly Documents and provides correct reimbursement codes for major medical specialties
- Natural part of post-procedure clinical workflow...replaces dictation/transcription
- 700 Hospital and Ambulatory Surgery Center Customers

ProVation Order Sets

- Software tool combined with medical content enabling clinicians to structure “evidence-based” orders for variety of medical conditions and situations
- Replaces manual processes in place today and provides standardization of care across a hospital system
- UptoDate is the core source of evidence-based medical content for ProVation Order Sets...powerful brand combination
- Launched in 2009 with 30 hospital customers sold in 1st Year

Three Areas of Excellence

2. Clinical Decision Support (CDS): On-line and Integrated Information

UpToDate

- 24 x 7 On-line access
- Embedded within EMR systems in hospitals
- 8,000+ clinical topics in 16 specialties (plus 3 in development)
- 2,500 hospitals worldwide subscribe to UpToDate
- 400,000+ individual physicians worldwide subscribe to UpToDate
- 144 million+ topic views each year in more than 140 countries

Three Areas of Excellence

3. Drug Information (DI): On-line and Integrated Drug Information

Facts & Comparisons: Referential Drug Information Content

- 20,000+ Individual pharmacists subscribe
- 30,000+ Retail pharmacy individual stores subscribe
- 500+ Hospitals subscribe

Medi-Span: Embedded in Retail/Hospital Pharmacy Systems

- 35,000+ Retail pharmacy stores embed MS in their systems
- 500+ Hospital pharmacies embed MS via EMR companies

Clinical Solutions driving the “True North”

- Provide an electronic suite of tightly integrated products that provide clinicians with relevant, succinct information, pushed to the point of care (where and when they need it)...
- so the clinician does not need to actively make a decision to look up information...
- and is highly interoperable within the EMR, leverages patient information and other factors...
- providing analytics at the patient, disease and population level...
- factoring in various constituents including clinicians, hospitals, payers, etc.

UpToDate Fills a Need in the Medical Community

Huge amount of medical information published

- 10,000 studies added to Medline each week
- Only 39 randomized trials published in 1965, compared with 26,000 in 2008

No physician can absorb all of this information and determine how it impacts patients

- 2 of 3 office visits generates a question to which the doctor doesn't know the answer
- Answering all clinical questions could change 5 to 8 patient management decisions per day

UpToDate does this for them

- Review the literature to answer clinical questions
- Synthesize it into recommendations
- Continuously update the content
- Draw upon experts in the community

So the clinician can access recommendations at the point of care

- Since 1992 has become the professional "tool" for clinicians

The Professional Tool

Comprehensive

- 8000+ clinical topics in 16 specialties
- Three additional specialties in development

By physicians for physicians

- 4000 contributors (including 45 in-house physicians)

Widely accepted by the medical community

- 2500+ hospital subscribers
- 400,000+ users around the world
- 12 million+ topic views monthly in more than 140 countries
- 90 percent of academic centers in the US

Keys to Success

Designed for point-of-care

- Simple and quick to use
- Outstanding search
- Provide one answer to a question

Answers found 85%+ of the time

- Comprehensive
- Edited by physicians
- Actively solicit and respond to feedback

Access anywhere

- Web, DVD, mobile
- Individuals and hospitals

Clinicians trust the answers

- Written by experts in the community
- Extensive peer review
- Unbiased
- Updated

UpToDate changes decisions. . .

. . .leading to safer, higher quality care



- 91% report that **UpToDate was integral for making decisions**
- 82% led to **changes in management**
- 83% **changed diagnosis**
- 47% **avoided** obtaining **consults**

- 100% reported that **UpToDate helps them provide the best care** for their patients
- 99% reported it makes them **more comfortable with their decisions**
- 99% said it **makes them a better doctor**



- 70% said they **changed patient care decisions as a result of using UpToDate** including changing choice of diagnostic test or therapy and avoiding unnecessary tests

- 97% reported that **UpToDate helps them provide better patient care**



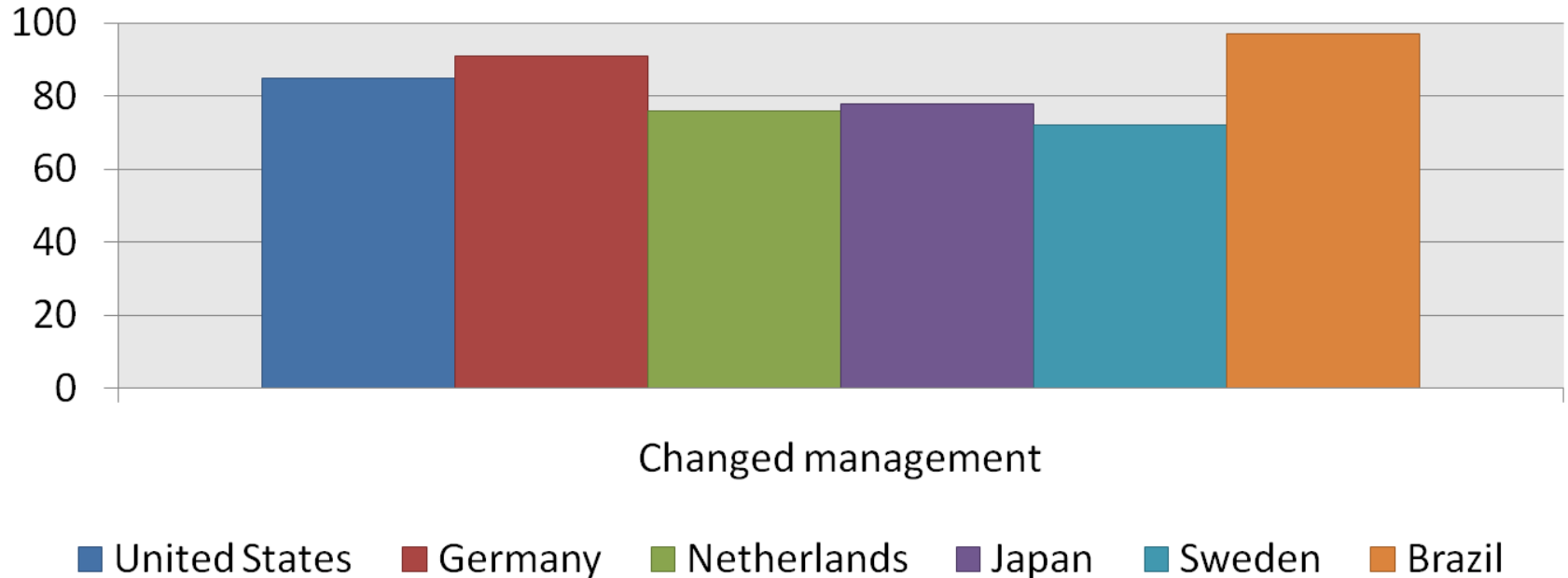
- In 56% of searches, users reported that information found in **UpToDate changed patient management**

- In 63% of searches, users reported that information in **UpToDate reduced the chance of an adverse event**

Naviglia, SM, Martin, MT, Wang, SJ, et al. Usage of UpToDate at an academic medical center (abstract). J Gen Intern Med 2002; 17(Suppl1):204.; UTD user surveys Harvard Vanguard and North Adams

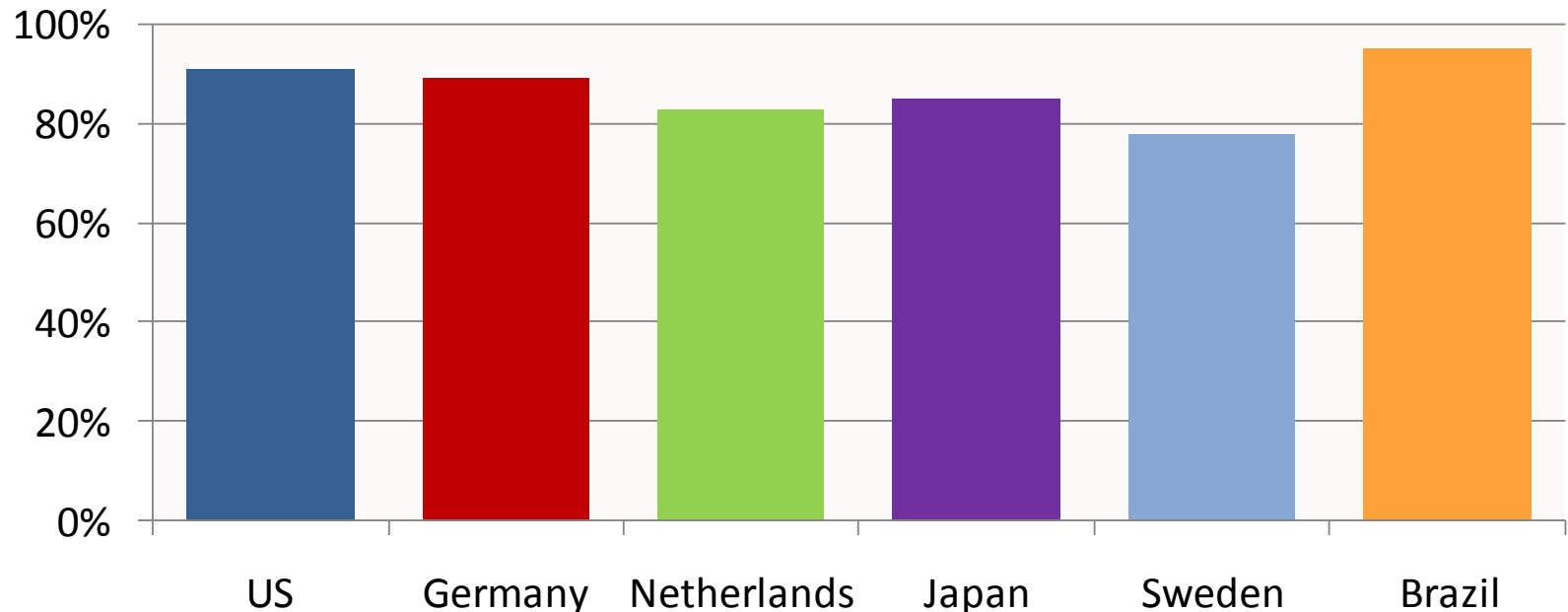
And This Occurs Around the World

Influence of UpToDate in Major Academic Medical Centers
% reporting UpToDate sometimes or often led to changes in management

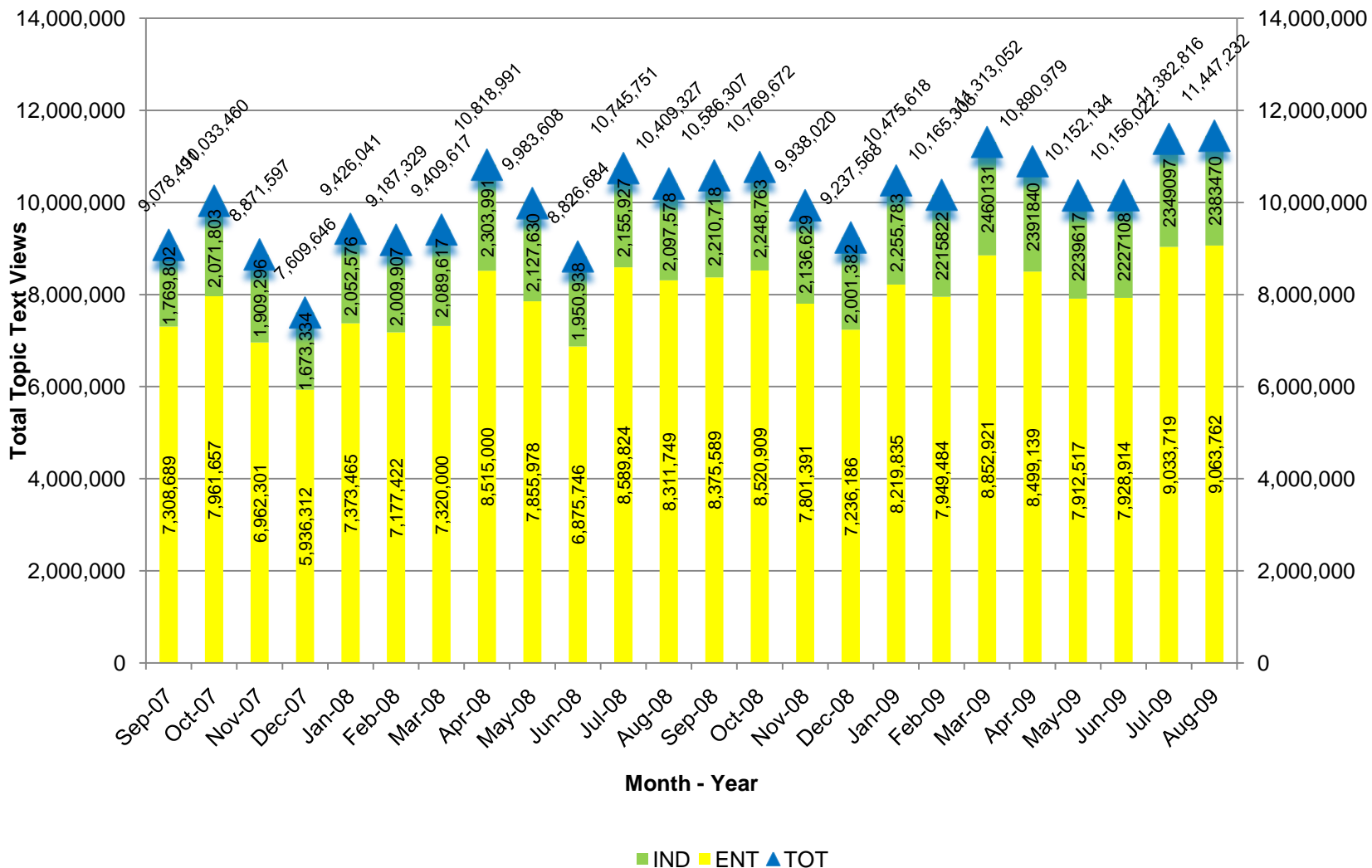


While Saving Time

Proportion reporting that UpToDate saves time, is faster or much faster than other means of obtaining information



Which Means it is Used Often



Improving Quality of Care By Answering Questions

UpToDate's mission is to improve quality of care

We have become the dominant clinical knowledge resource in the US

UpToDate is beloved by the end user (clinicians) while producing measurable value and ROI

"I live by UpToDate and believe my patients are more likely to live because I use it."

"Indispensible!"

"Thank you for being there!"

UpToDate Associated with Better Health Outcomes



Study

UpToDate worked with Solucient⁽¹⁾ to study impact of UpToDate on:
length of stay
complications, and
patient safety⁽²⁾

Compared hospitals with and without access to UpToDate

Study adjusted for hospital size, hospital type (teaching vs. non) and geographic location



Impact

Hospitals that used UpToDate had:

Significantly lower risk-adjusted length of stay

On average .167 days/discharge (p<.0001)

UpToDate hospitals also had:

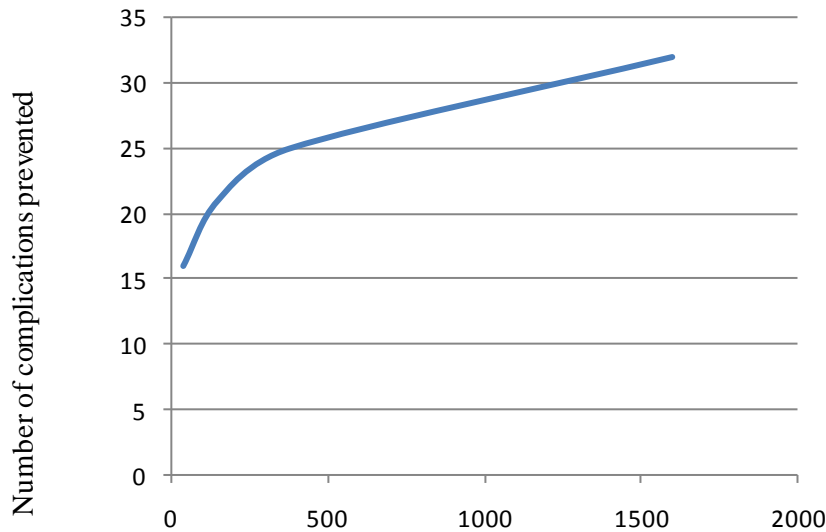
Statistically significantly lower complication rates (p<.0476)

Lower patient safety outcome rates (p<.0001)

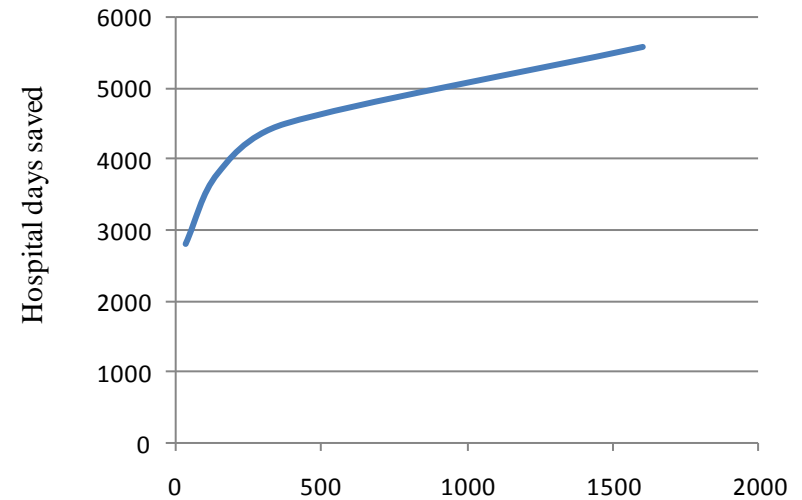
Solucient maintains the nation's largest healthcare database, comprised of more than 26 million discharges per year from 2,900 hospital
Int J Med Inform. 2008 Nov;77(11):745-53.

“Dose-Response” Effect

More complications prevented with increasing use

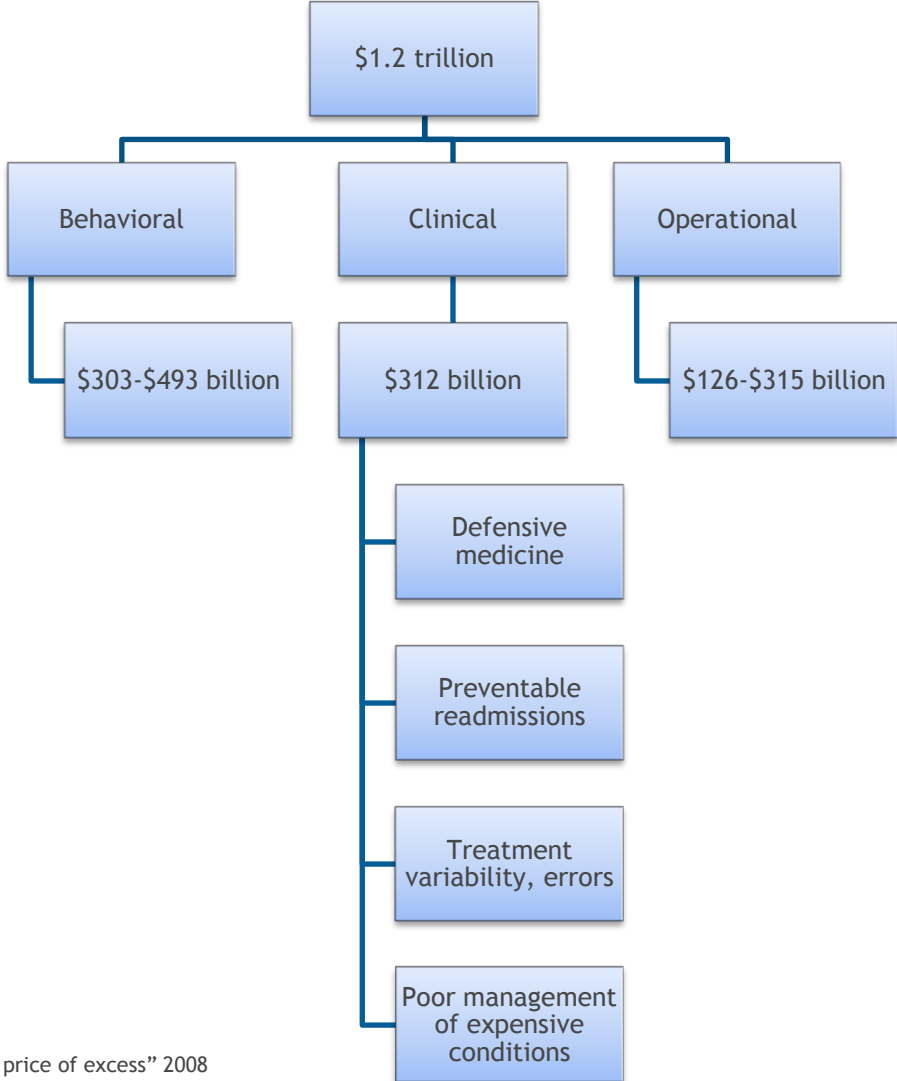


More hospital days saved with increasing use



Average topic reviews viewed per week

UpToDate Impacts an Important Area of Wasted Healthcare Spending



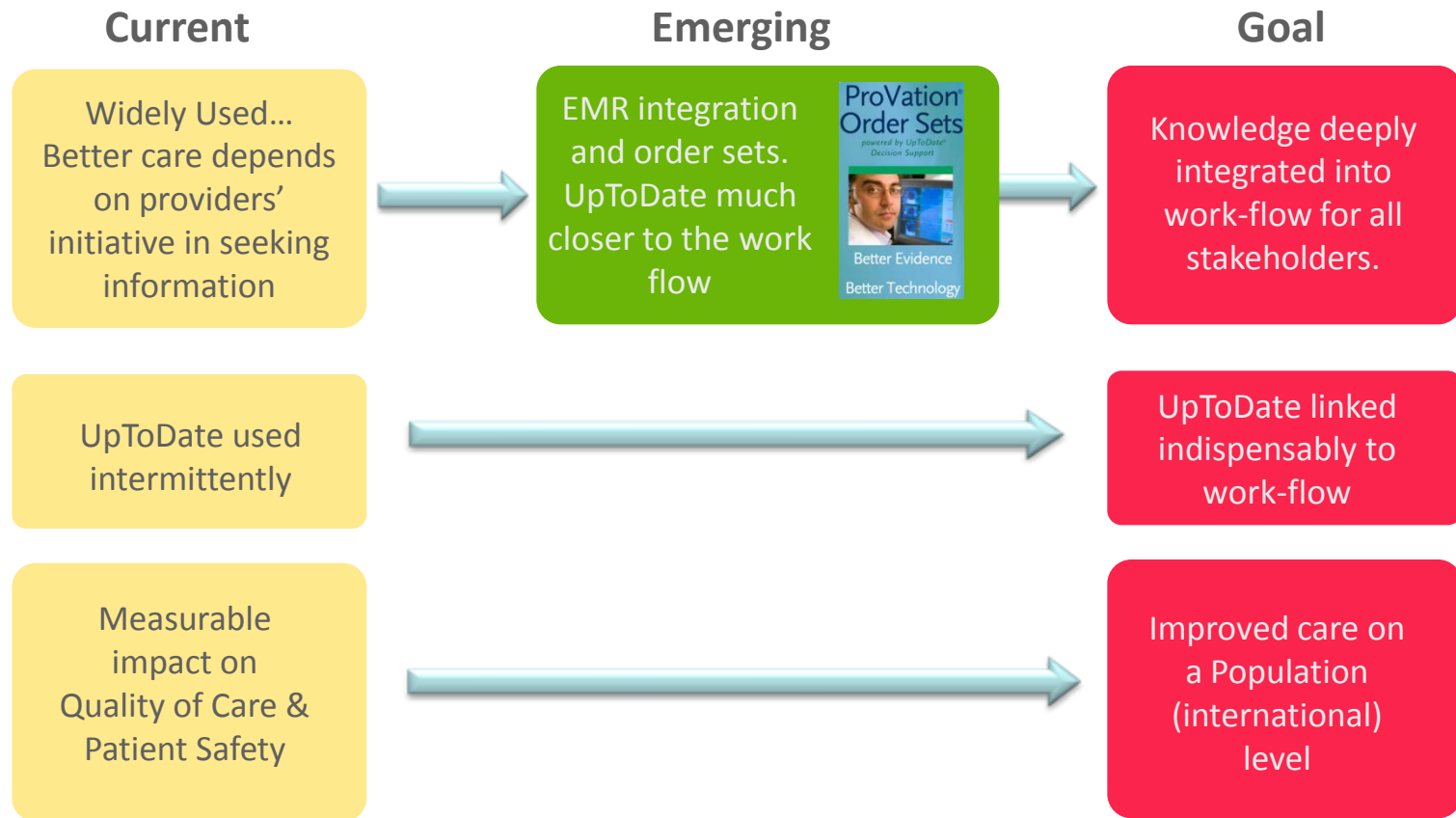
Source: PricewaterhouseCoopers. "The price of excess" 2008

At a Cost Much Less Than the Price of Implementing Many Healthcare IT systems

- And may be much more effective at improving quality
 - EMR adoption was not associated with improvements in performance on measures of health care quality and efficiency in US acute care hospitals in one study. The exception was that the presence of clinical decision support (such as CPOE for medications and clinical practice guidelines and reminders) was associated with small quality gains. (DesRoches, et al, 2010)
 - Multiple studies have found that alerts and reminders can improve clinical decision making, although the benefits have been modest and inconsistent across studies. (Shojania, et al, 2009, Majumdar, et al, 2004, McMullin, et al, 2004, Garg, et al, 2005).

Where We are Headed

- Actionable content that reduces variability in Care & Costs, and improves Health Outcomes



Summary

- UpToDate is an evidence-based resource that answers clinical questions at the point of care
- UpToDate has achieved widespread adoption by clinicians and this use has resulted in improved patient outcomes
- UpToDate is a component of healthcare IT that physicians love and that can remove costs from the system
- Innovation through integration into workflow tools will broaden the use of UpToDate and allow it to have an even greater impact