



MinuteClinic



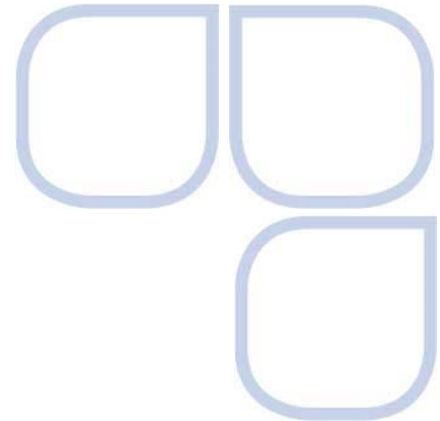
Meeting Needs with Greater Service

Retail HealthCare Summit

Philadelphia, PA

March 2, 2010

Donna Haugland, APRN-BC, CNP
Chief Nursing Officer



Our Model: Established and Expanding

- According to a recent survey by Harris Interactive, 11 percent of adults said they or someone in their immediate family had used a store clinic in the last 10 months, up from 7 percent a year earlier.
 - New York Times, May 12, 2009
“Hospitals Begin to Move into Supermarkets”



An Accessible Health Care Model

Located in select CVS/pharmacies, MinuteClinic makes quality health care convenient for the busy consumer.



- Licensed family nurse practitioners and physician assistants staff 450+ locations in 25 states
- Most insurance accepted
- Treatment may include prescriptions, when appropriate
- Pharmacy and over-the-counter medications available at the same location

Process...

In 2009, MinuteClinic renewed accreditation by **The Joint Commission**

MinuteClinic adheres to standards of practice as established by the following organizations:

- American Academy of Pediatrics (AAP Red Book)
- American Academy of Family Physicians
- NCQA (Guidelines for Credentialing)
- American Medical Association (Desired Attributes for Retail Health Clinics)



Lowering Cost, Maintaining Quality

- A September 2009 *Annals of Internal Medicine*¹ study compared costs and quality of care at retail clinics with that of other medical settings for three common illnesses: Otitis media, pharyngitis, and UTI.

	MinuteClinic	Primary Care	Urgent Care	ER
Care cost	\$110	\$166	\$156	\$570
Pharmacy cost	\$21	\$21	\$22	Higher \$*

- MinuteClinic[®] provides “care that is 32-47% below the cost of primary care physicians. While the rest of the health care system only delivers about 55% of recommended care, MinuteClinic staff demonstrated 99.15% adherence to clinical guidelines in a study involving over 50,000 visits.”²

1. “Comparing Costs and Quality of Care at Retail Clinics With That of Other Medical Settings for 3 Common Illnesses,” *Annals of Internal Medicine*, August, 2009.

*In the Emergency Room setting, the study noted that “average prescription costs were higher and aggregate quality scores were significantly lower than in other settings.” N = 2,100 care episodes (700 of each) compared across venues.

Source: Clayton M. Christensen, Harvard Business School Professor, CNN.com, May 13, 2009.



MinuteClinic Guideline Compliance Study

57,000+ evaluations of acute pharyngitis were completed to examine adherence to best practice treatment guidelines.

- Patients with Negative RST: 99.05% adherent to guideline (no antibiotic prescription)
- Patients with Positive RST: 99.75% adherent to guideline (appropriate antibiotic prescription)
- Use of back up confirmatory strep testing in presence of negative RST: 99.2%
- Overall adherence rate of **99.15%**

Woodburn JD, Smith KL, Nelson GD. Quality of Care in the Retail Health Care Setting Using National Clinical Guidelines for Acute Pharyngitis. American Journal of Medical Quality 22, no. 6 (2007): 457-462.



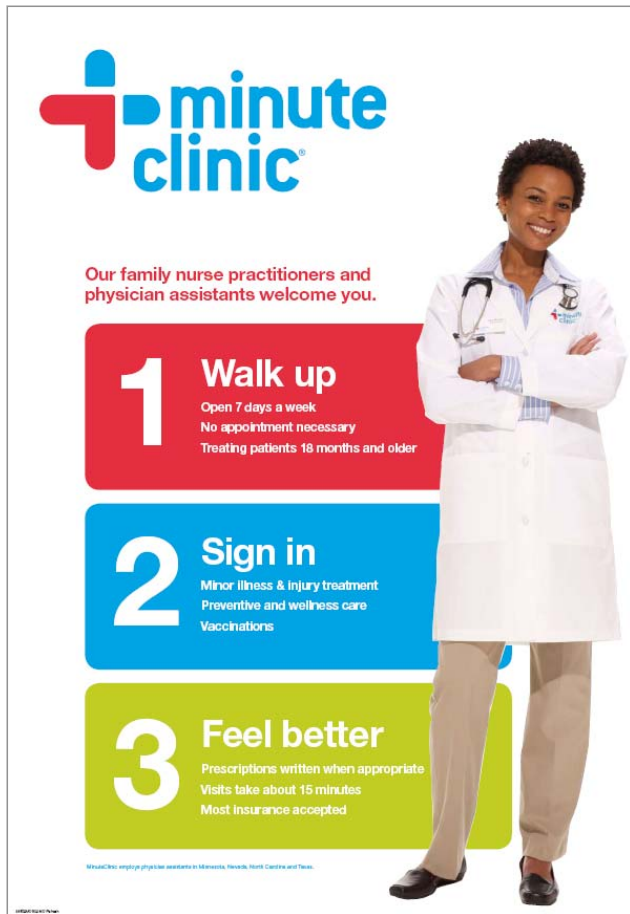
EMR: Advantages & Opportunities

MinuteClinic is leading efforts to create electronic exchange of basic patient history.

- Centralized, secure records available from any location
- Personal Health Records (PHR)
- E-prescribe
- Electronic Medical Record (EMR)



MinuteClinic Patient Satisfaction



minute clinic

Our family nurse practitioners and physician assistants welcome you.

- 1 Walk up**
Open 7 days a week
No appointment necessary
Treating patients 18 months and older
- 2 Sign in**
Minor illness & injury treatment
Preventive and wellness care
Vaccinations
- 3 Feel better**
Prescriptions written when appropriate
Visits take about 15 minutes
Most insurance accepted

MinuteClinic employs physicians assistants in Minnesota, Nevada, North Carolina and Texas.

MinuteClinic visit brochure

- PatientImpact 2008 Survey Results measuring consumer satisfaction with MinuteClinic:
 - Overall satisfaction rating: 94%
 - Likelihood to recommend: 95%
 - Overall practitioner rating: 95%
 - Felt “listened to and respected”: 96%
 - Health “explained understandably”: 96%



Current Treatments and Services: *Get Better...*

Minor Illness Exam

Allergy Symptoms
Body Aches
Cough
Earache
Ear Wax Removal
Flu-like symptoms
Itchy eyes
Motion Sickness
Nasal Congestions
Pink Eye
Sinus Symptoms
Wheezing

Minor Injury Exam

Blisters
Burns
Deer Tick Bites
Lacerations
Sprains (Foot,
Ankle, and Knee)
Suture Removal
Wounds & Abrasions

Skin Condition Exam

Acne
Athlete's Foot
Cold & Canker Sores
Impetigo
Infections (Minor)
Lice
Oral/Mouth Sores
Poison Ivy
Rashes (Minor)
Ringworm
Scabies
Shingles
Sunburn (Minor)
Swimmer's Itch
Wart Removal



...and Stay Healthy

Wellness & Preventive Services

Epi-Pen Refill

Health Screening Package

- Cholesterol Screening
- Diabetes Screening
- Hypertension Screening
- Obesity Screening

Physical Exams

- Camp Physical
- College Physical
- Sports Physical

Pregnancy Testing

Smoking Cessation

TB (Tuberculosis) Testing

Vaccinations

DTaP (Diphtheria, Tetanus, Pertussis)

Flu (Seasonal)

Hepatitis A (Child and Adult)

Hepatitis B (Child and Adult)

Meningitis

MMR (Measles, Mumps, Rubella)

Pneumonia

Polio (IPV)

Tdap (Tetanus, Diphtheria, Pertussis)

TD (Tetanus, Diphtheria)



Diabetes: A National Epidemic

- In 2007, the CDC estimated over 23 million children and adults were diabetic, with indications that the numbers will continue to increase
 - The Center for Disease Control and Prevention estimated that diabetes costs were greater than \$130 billion dollars annually¹
 - NCQA and HEDIS results indicate that diabetic patients are not receiving ongoing monitoring of their disease
 - Additionally, a significant number of diabetics are not in control of their disease
 - In the commercial population¹:
 - A1c not meeting goal/guidelines: 29.4%
 - LDL-C not meeting goal/guidelines: 56.2%
 - Blood pressure not being kept under 130/80: 77.9%



Diabetes Comorbidities

- Hypertension

- Defined as a blood pressure greater than 140/90 mmHg, hypertension is an extremely common comorbid condition in diabetes, affecting approximately 20 – 60% of patients with diabetes, depending on obesity, ethnicity, and age¹

- Hyperlipidemia

- Type 2 diabetes is associated with a 2- to 4-fold increase in excess risk of Coronary Heart Disease²
- 5 - 15% of diabetic patients have triglyceride levels greater than 400 mg/dL.³

1. Treatment of Hypertension in Adults with Diabetes, Diabetes Care, Volume 26, Supplement 1, January 2003.

2. Centers for Disease Control and Prevention data, 2003.

3. Management of Dyslipidemia in Adults with Diabetes, Diabetes Care, Volume 26, Supplement 1, January 2003.

Impact of Preventing Complications

■ Glucose Control

- Every percentage point drop in A1c (e.g., from 8.0% to 7.0%) can reduce risk of microvascular (eye, kidney, nerve disease) complications by 40%

■ Blood Pressure Control

- Reduces risk of CVD by 33-50%
- For every 10 mm HG reduction in systolic blood pressure, the risk for any complication related to diabetes is reduced by 12%

■ Control of Blood Lipids

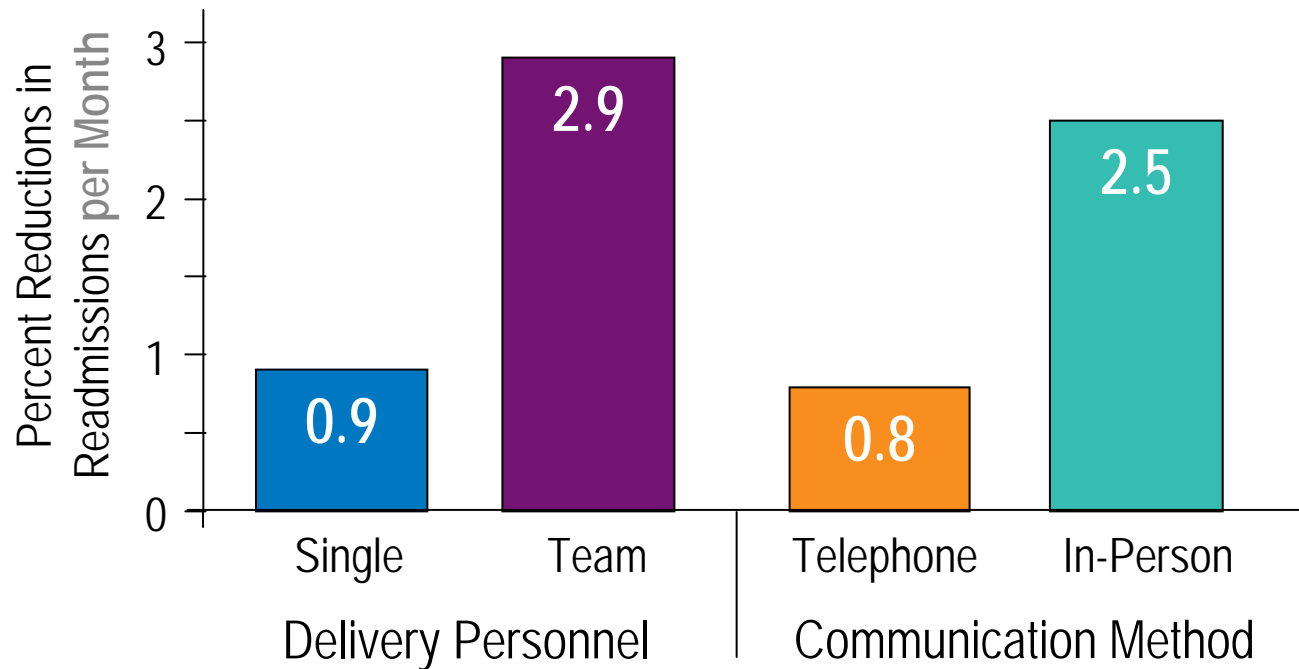
- Improved control of LDL can reduce CVD complications by 20-50%

■ Preventive Care Practices for Feet and Kidneys

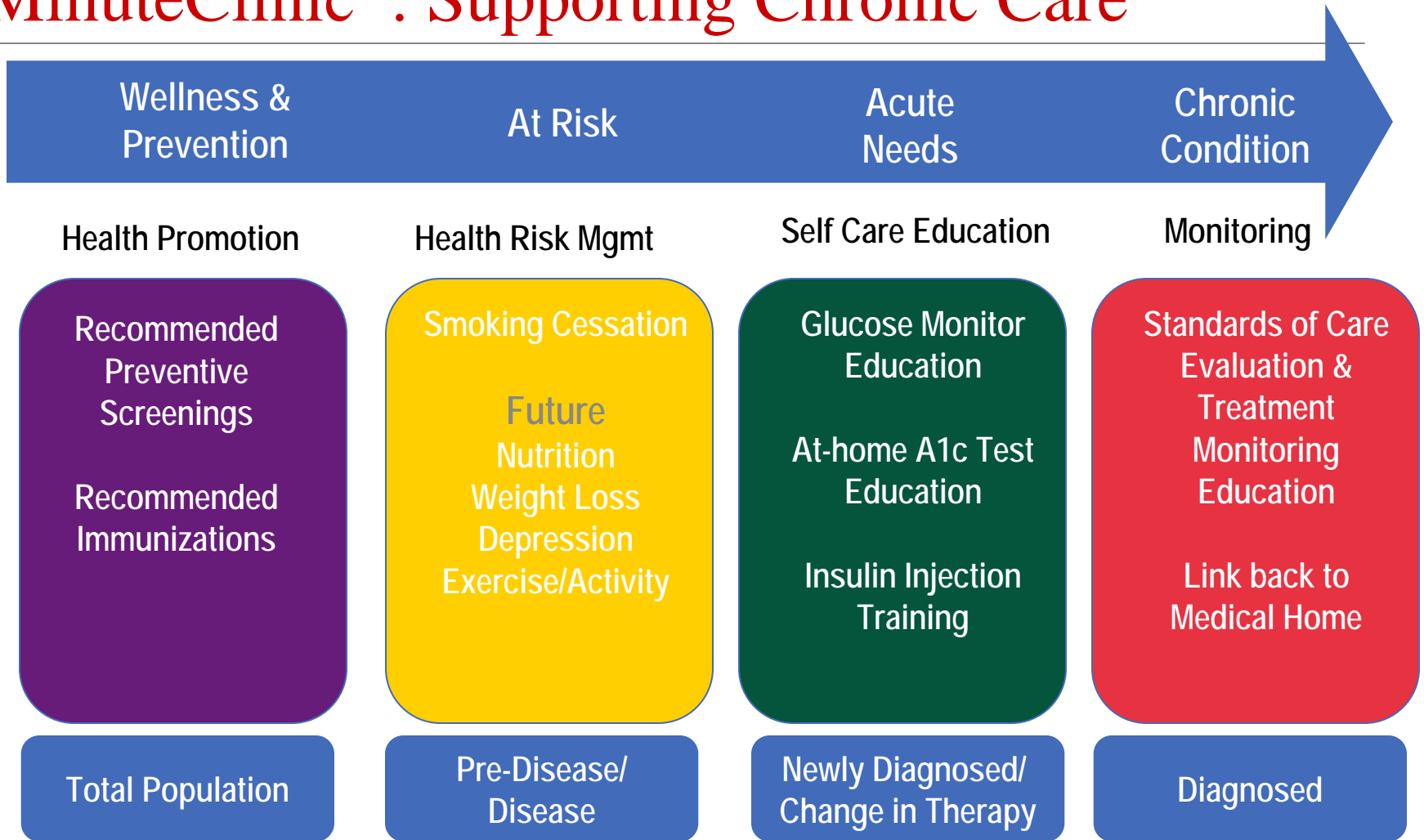
- Comprehensive foot care programs can reduce amputation rates by 45% to 80%
- Detecting and treating kidney disease by lowering blood pressure can reduce decline in kidney function by 30% to 70%

Method Matters in Chronic Care

The Cost of Heart Failure: Health Affairs 2009



MinuteClinic[®]: Supporting Chronic Care



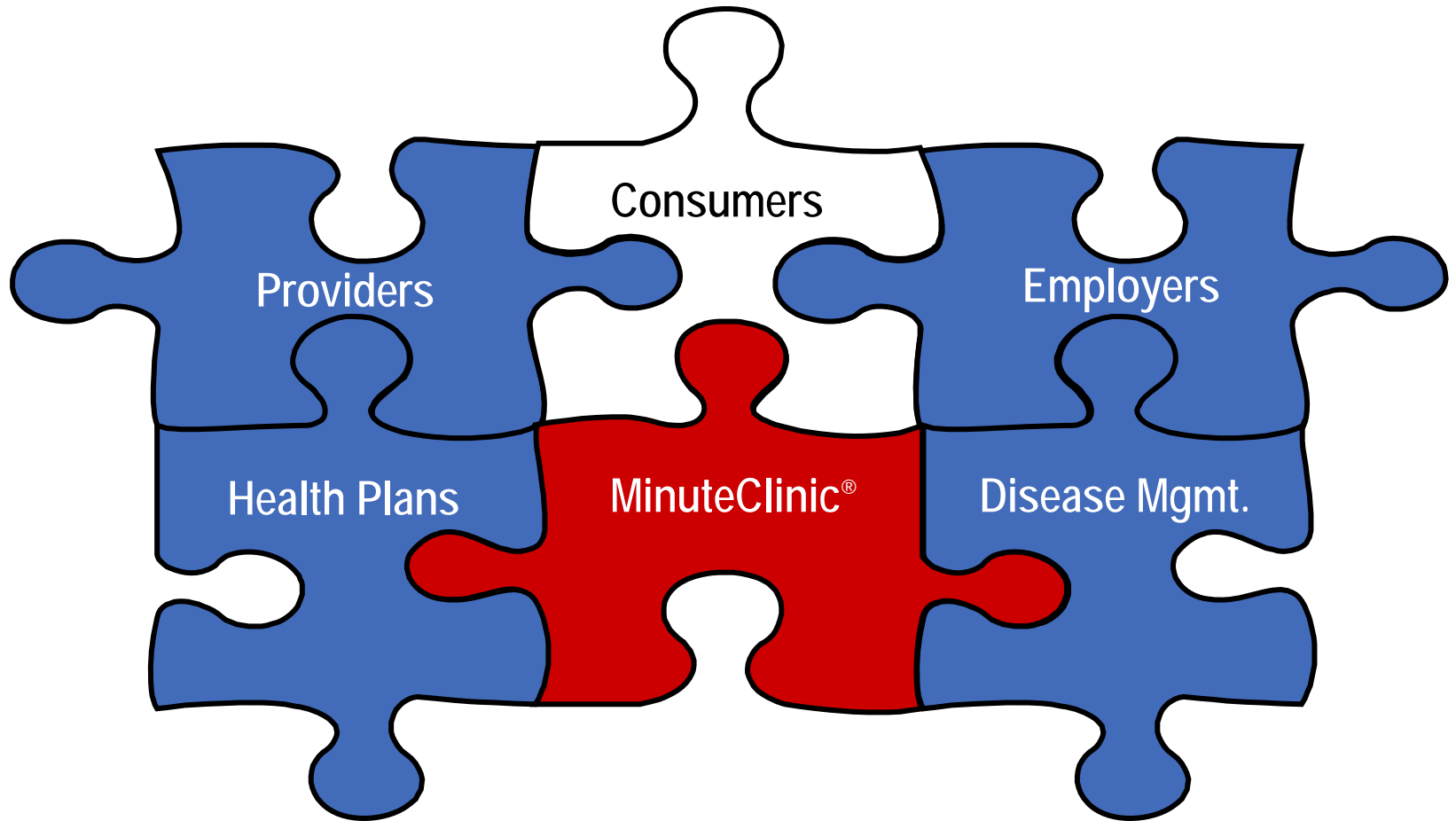
Integration Solutions

- MinuteClinic[®] is pursuing integrated delivery systems consisting of hospital and affiliated physician groups in strategic collaboration, including Cleveland Clinic



- Groups motivated by need and cost:
 - Primary care providers in decline
 - Emergency Department crowding with primary level acute needs
 - High cost bringing EMR to “first floor”

MinuteClinic Chronic Care Positioning





MinuteClinic Strategic Partnerships

- Due to convenience, accessibility, patient-friendly, and “medical home” continuity delivery system, there is a growing interest from medical thought leaders in integration and strategic alliances
- Potential roles for MinuteClinic in collaboration with longitudinal care delivered in the “medical home” (CDC, Partnership for Prevention, CMS)
 - Risk stratification through appropriate screenings
 - Provide ACS, AHA, ADA curricula-based chronic disease education to improve compliance
 - Mechanism to help patients find an appropriate medical home relationship
 - Conveyer of biometric monitoring data to established medical home

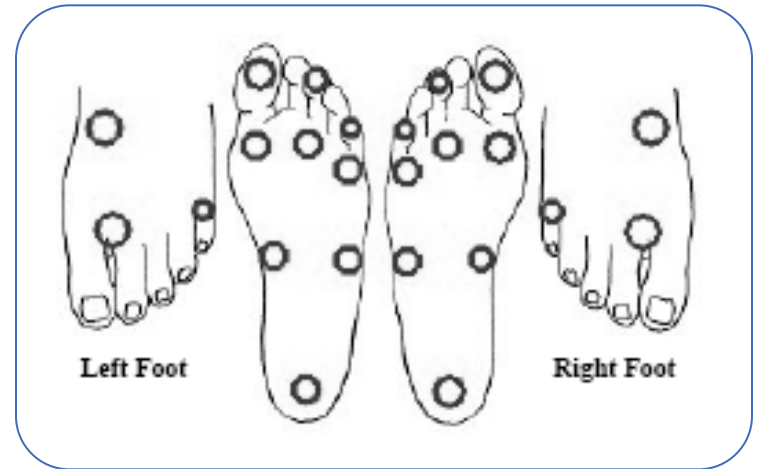
MinuteClinic and Chronic Condition Care

- Designed to offer evaluation, counseling and educational opportunities to individuals diagnosed with diabetes, hypertension, heart disease and asthma; MinuteClinic[®] care can help:
 - Improve adherence to standards of care
 - Support health management programs
 - Integrate with health benefits
 - Maintain high satisfaction
 - Complement the medical home
 - Assist with HEDIS compliance



MinuteClinic[®] Diabetes Service Summary

- Diabetes Standards of Care
 - Glucose control (A1c)
 - Blood pressure
 - BMI
 - Lipid profile
 - Comprehensive foot exam
 - Microalbumin
 - Recommend use of aspirin if not contraindicated
 - Recommendation on yearly dilated retinal exam
 - Recommendation to stop smoking if current smoker



Documentation of
10-gram monofilament
testing of foot sensation



Hypertension Service Summary

- Hypertension Monitoring*
 - Blood Pressure
 - Fasting Blood Glucose
 - Body Mass Index
 - Lipid Profile
 - Microalbumin
 - Recommend use of aspirin if not contraindicated
 - Recommendation to stop smoking if current smoker

The Center for Disease Control and Prevention estimated that hypertension costs were greater than \$312 billion dollars annually.

Support for Chronic Care Goals

- Win-win program platform elements:
 - Preferred relationships including clinical review, patient education, health screening assessment programs
 - Electronic interchange of information
 - Bilateral referrals (e.g., nurse call line)
 - MC focus on simple problem solving, prevention and promotion
 - Collaborative marketing relationship

