
minute clinic[®] the medical clinic in CVS/pharmacy[®]

Federal Trade Commission
Innovations in Health Care Delivery
March 20, 2014

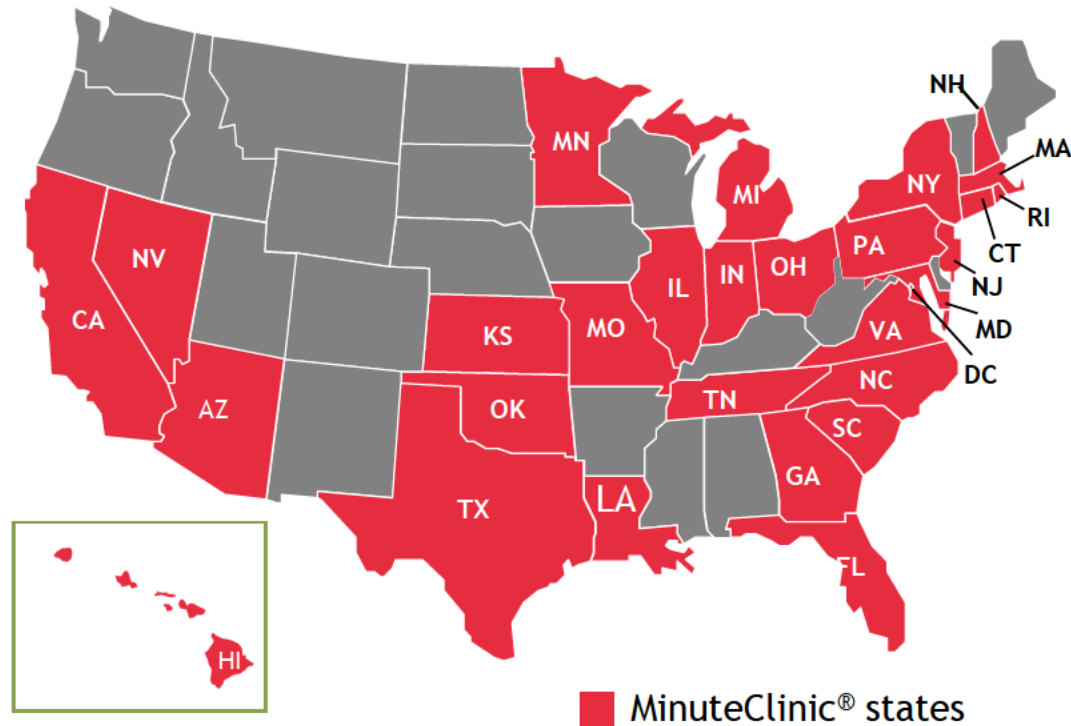
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Senior Vice President, CVS Caremark Corporation

MinuteClinic Today: Largest Retail Clinic

- Cost-effective, accessible, evidence-based care
- 2,500 licensed nurse practitioners
- 19M patient visits since inception
- Walk-in care, 7 days/week
- 83% use third party coverage
- PCP Shortage

~50% of patients do not have a Primary Care Provider

825 Clinics in 28 states and DC



By 2017: 1,500+ MinuteClinic locations

MinuteClinic Operating Principles:

High Quality, Accessible, Affordable Care

High Quality Care

- Physician-Led Organization
- NP and PA Managers
- Well-defined scope of service
 - Minor illnesses, minor injuries, vaccines & exams
- Evidence-based clinical guidelines



MinuteClinic Operating Principles:

High Quality, Accessible, Affordable Care

High Quality Care

Physician Collaboration:

- Connect patients with medical home practices / strong commitment to partnering with local health care community
- Local physician collaboration with MinuteClinic providers
- Monthly educational meetings and telephonic support
- Chart review for patient care and quality
- EHR connectivity & HIEs
- Supportive role in ACOs & PCMH practices



Patient Experience

Patient Visit

- Patient checks-in using a self-service, ADA-compliant , touch screen kiosk
- Patient Visit:
 - NP reviews kiosk information with patient
 - NP performs service based on evidence-based clinical guidelines
 - Lab testing is POC performed during visit, with immediate results
 - With patient consent, visit record sent by mail or fax to PCP
 - Patient receives a copy of the visit summary

Post Visit

- Ill patients may receive a follow up call 48-72 hours after the visit
- 24-hour phone coverage available to patients with follow-up questions

Overview of MinuteClinic Scope of Services

Treatments and Services

Minor Illness Exams

- Allergy symptoms
- Body aches
- Bronchitis/ Cough
- Earache/ Ear infection
- Flu-like symptoms
- Itchy eyes
- Mononucleosis (mono)
- Motion sickness prevention
- Nasal congestion
- Pink eye/ conjunctivitis
- Sinus infection/congestion
- Sore throat/strep throat
- Styes
- Upper respiratory infection
- Urinary tract/bladder infection (females 12 years+)

Minor Injury Exams

- Blisters
- Bug bites & stings
- Deer tick bites
- Jellyfish stings
- Minor burns
- Minor cuts & lacerations
- Sprains/strains (ankle, knee)
- Suture & staple removal

Skin Condition Exams

- Acne
- Athlete's foot
- Chicken pox
- Cold sores & canker sores
- Impetigo
- Lice
- Minor infections
- Minor rashes
- Oral/mouth sores
- Poison ivy/oak (3 years+)
- Ringworm
- Scabies
- Shingles
- Sunburn
- Swimmer's itch
- Wart evaluation

Health Screenings

- Basic Health Screening
- Cholesterol screening
- Comprehensive health screening
- Glucose screening
- Weight Assessment & Weight Loss Coaching

Physical Exams

- Camp physical
- College and Administrative physical
- Dept of Transportation (DOT) physical
- Sports physical

Other

- Contraception injection
- Ear wax removal
- EpiPen refill
- HIV Testing (NY only)
- Pregnancy evaluation
- Smoking Cessation
- TB (tuberculosis) testing
- Vitamin B12 injection

Health Condition Monitoring

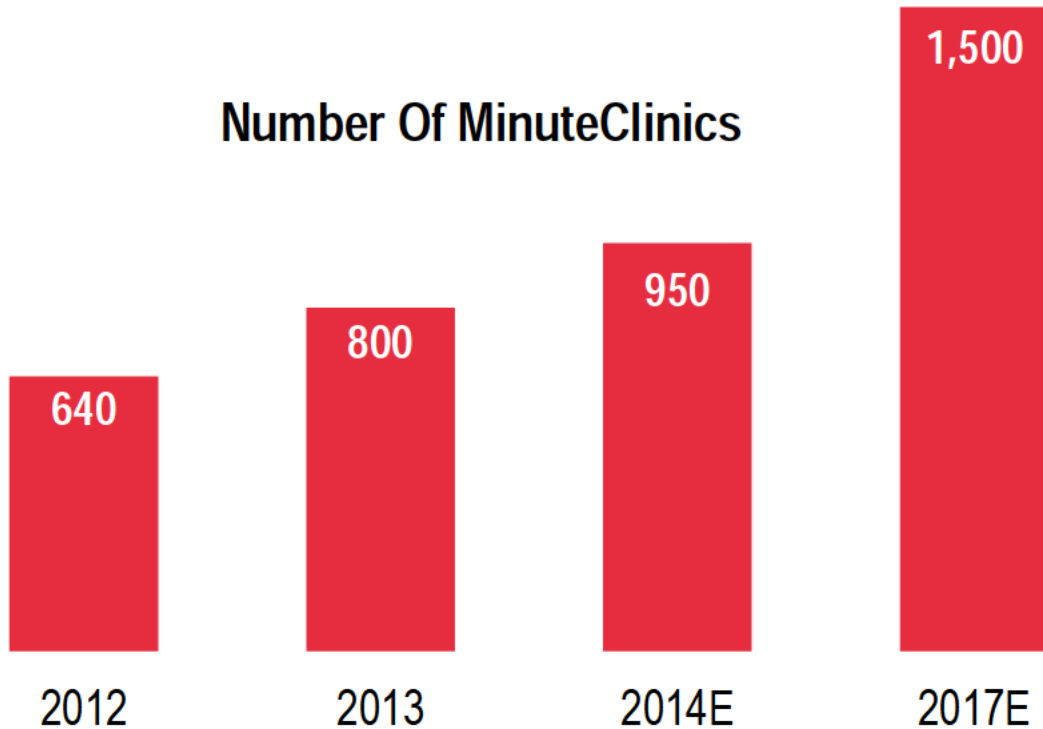
- A1c check
- Cholesterol monitoring
- Diabetes monitoring
- Hypertension evaluation

Vaccinations

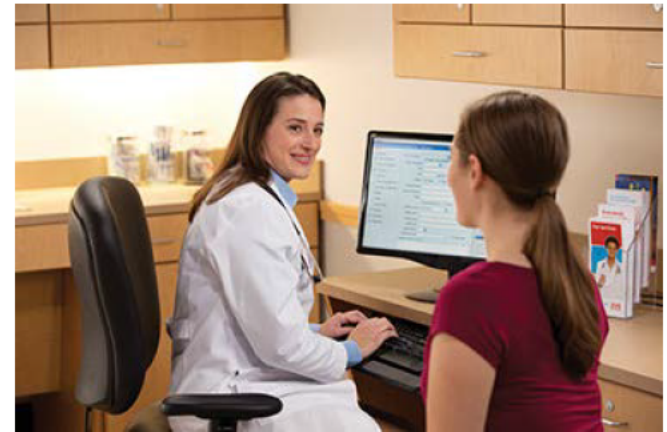
- DTaP (diphtheria, tetanus, pertussis)
- Flu (seasonal adult & child)
- Hepatitis A (adult & child)
- Hepatitis B (adult & child)
- Gardasil® (HPV)
- (IPV) Polio
- Meningitis
- MMR (measles, mumps, rubella)
- PPSV (pneumonia)
- Td (tetanus, diphtheria)
- Tdap (tetanus, diphtheria, pertussis)

MinuteClinic Operating Principles: *High Quality, Accessible, Affordable Care*

Accessible Care



- 50% of patients seen evenings & weekends
- No appointment necessary

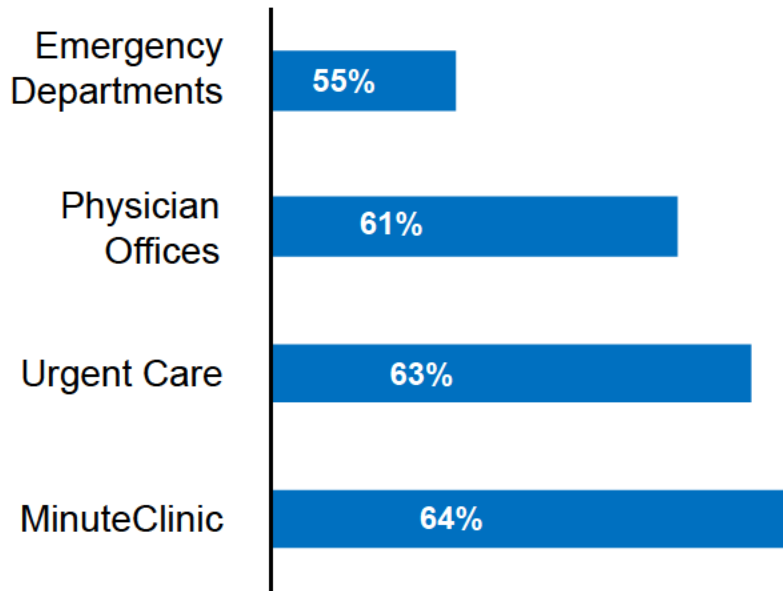


Expect to have 1,500 locations in 35+ states by 2017

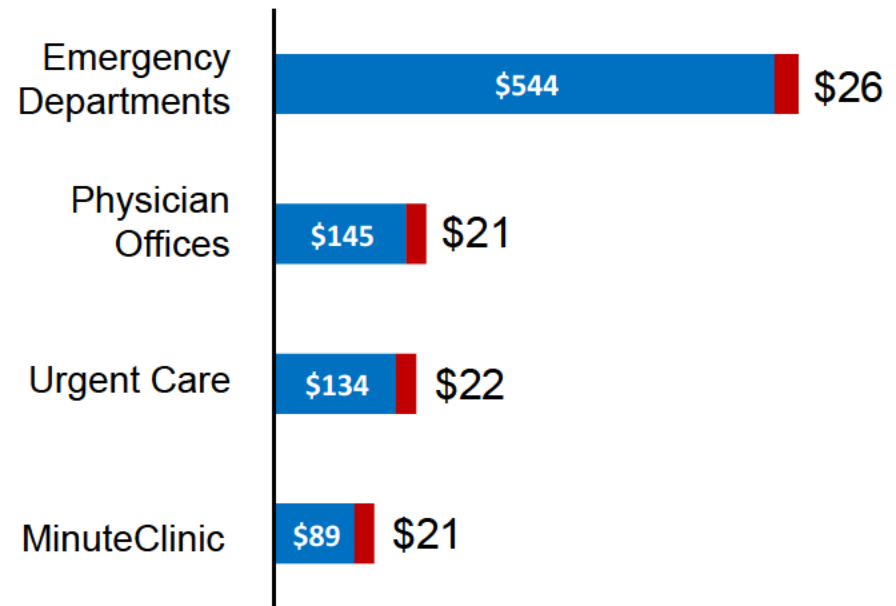
Comparing Cost And Quality Of Treating Common Illnesses Across Medical Settings

Affordable & High Quality Care

Quality Indicators



Cost Per Episode



■ Non Pharmacy Cost ■ Pharmacy Cost

Notes: N = 2,100 care episodes compared across venues. Aggregate quality scores based on 14 objective measures of quality.

Source: "Comparing Costs and Quality of Care at Retail Clinics With That of Other Medical Settings for 3 Common Illnesses", *Ann Intern Med.* 2009;151:321-328.

MinuteClinic Operating Principles:

High Quality, Accessible, Affordable Care

Affordable Care

- Transparently posted prices
- Accepts Medicaid, Medicaid managed care plans, Medicare, Medicare Advantage plans, health care exchange plans and over 300 health plans nationwide
- Evidence-based, service-specific clinical guidelines promote avoidance of unnecessary tests and treatments

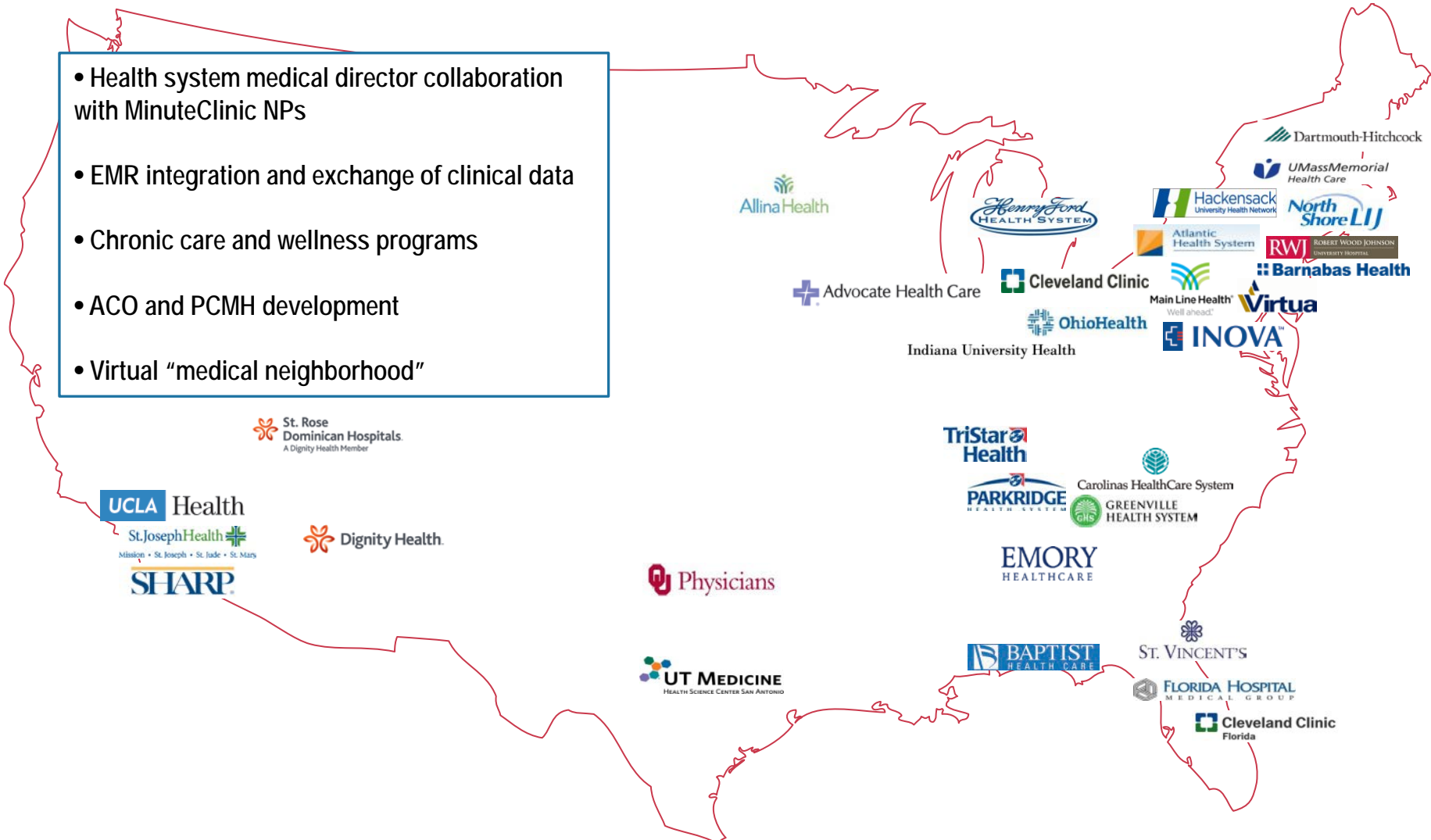
Accreditations and Accomplishments



- Fully accredited by the Joint Commission
- Ninety-three percent of MinuteClinic patients report that they are satisfied with their provider
- First retail clinic to implement the National Patient Safety Foundation's Ask Me 3 health literacy program
- MinuteClinic's Net Promoter Score for 2013 was 82% percent, levels similar to the best-known brands

Health System Affiliations Collaborating Around The US

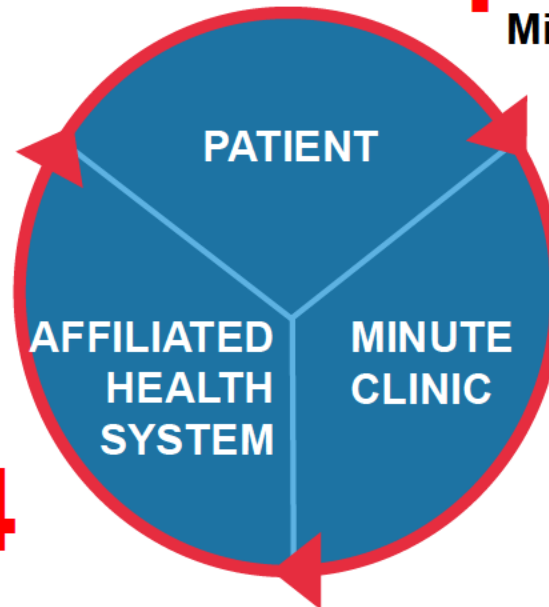
- Health system medical director collaboration with MinuteClinic NPs
- EMR integration and exchange of clinical data
- Chronic care and wellness programs
- ACO and PCMH development
- Virtual “medical neighborhood”



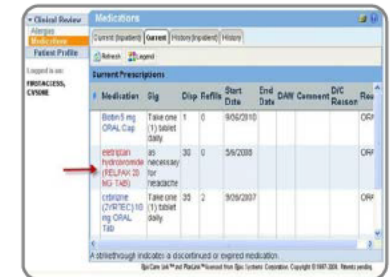
Fully Connected to Promote Most Effective Care



1 Patient Visits MinuteClinic®



2 Nurse Practitioner Accesses EMR



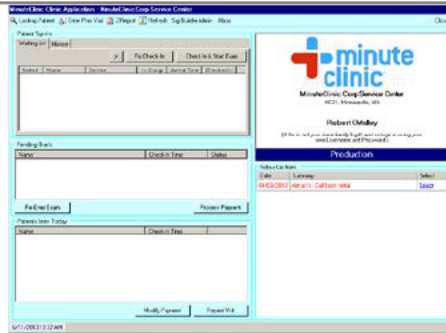
3 MinuteClinic EMR Links to Health System
 Health System Patient Notes:

- Allergic to Penicillin
- Current medications
- Hypertension: needs BP check

4 Nurse Practitioner Treats Patient



5 Electronic Clinical Information Exchange

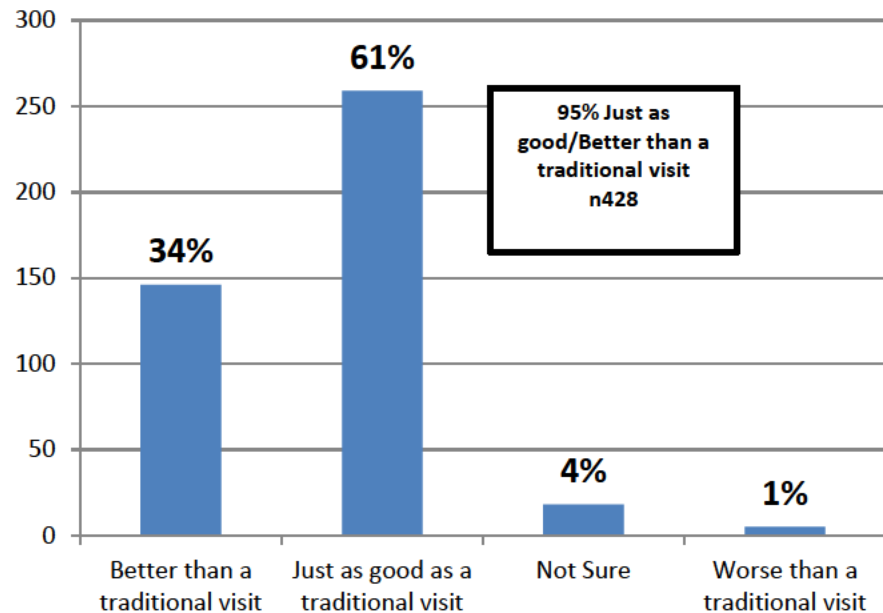




Telehealth at MinuteClinic

- Patient visit navigated with LVN
- NP at a distant MC site within same state
- Use of peripheral devices to allow NP, Patient and LVN to see and hear exam
- Use of MinuteClinic guidelines

Patient Satisfaction with Telehealth visit



REGULATIONS IMPACTING RETAIL HEALTH

- Scope of Practice (NP and PA)
- Physician Supervision:
 - Ratio
 - Onsite Supervision
- Telemedicine
- Corporate Practice of Medicine/Nursing

Appendix – Studies and Reports

- MinuteClinic costs 40-80% less expensive than physician's office, urgent care or emergency room, and equal or better in quality. Ateev Mehrotra, MD, Hangsheng Liu, PhD, John L. Adams, PhD, et al., *Comparing Costs and Quality of Care at Retail Clinics With That of Other Medical Settings for 3 Common Illnesses*, Annals of Internal Medicine, Volume 151:5, 321-328 (September 2009).
 - Comparing MinuteClinic users to non-users (matching the groups on over 500 demographic, health status and care seeking characteristics), utilization of physician visits, emergency department visits and hospital care were all lower for MinuteClinic patients, and adjusted total costs of care for MinuteClinic users were 8% lower than for those who did not use MinuteClinic. Andrew J. Sussman, MD, Lisette Dunham, MSPH, Kristen Snower, MBA, et al., *Retail Clinic Care Associated with Lower Total Cost of Care*, Am. J. Manag. Care, Volume 19:4, 148-157 (April 2013) (De-identified CVS Caremark employees).
 - Significant retail clinic savings compared to other settings of care. Joanne Spetz, et al., *Scope-Of-Practice Laws For Nurse Practitioners Limit Cost Savings That Can Be Achieved In Retail Clinics*, Health Affairs, 32, no.11, 1977-1984 (2013).
 - Average total cost of MinuteClinic episode \$51 less than urgent care, \$55 less than physician office setting, and \$279 less than ED setting. Thygeson et al., *Use and Costs of Care in Retail Clinics Versus Traditional Care Sites*, Health Affairs, 27, no. 5, 1283-1292 (2008).
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Appendix – Studies and Reports, Cont.

- Ninety-nine percent adherence with a clinical guideline for sore throat care at MinuteClinic. James D. Woodburn, et al., Quality of Care in the Retail Health Care Setting Using National Clinical Guidelines for Acute Pharyngitis, American Journal of Medical Quality, Volume 22, 457 (December 2007).
- State of Minnesota HEDIS quality results: MinuteClinic consistently appears at the top of the ranking for avoiding unnecessary antibiotics. In 2013, for treatment of acute bronchitis in adults (HEDIS measure) the average avoidance of antibiotics for all benchmark groups was 26%, while MinuteClinic's score was over 80%. 2013 Health Care Quality Report available at <http://mncm.org/wp-content/uploads/2014/02/2013-HCQR-Final-2.4.2014.pdf>, at p. 144 (Adult Bronchitis).