Minute Clinic

Point of Care Testing in a Retail Environment
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SVP, CVSHealth
MinuteClinic Overview

- Largest Retail Clinic Provider
- 22+ Million Visits Since Inception
- Walk-in service, 7 days/week, including evenings/holidays
  - 50% Visits are evenings or week-end
- Board-certified nurse practitioners and physician assistants (2500+ clinicians)
- Local, board-certified Medical Director oversight
- Evidence-based Guidelines embedded in EMR adhering to national standards of practice
- Support Medical Home
  - Patients’ PCP receive visit summaries
  - List of local PCPs provided to those patients without a PCP
- 85% Third Party coverage
MinuteClinic Overview

Fully Accredited by The Joint Commission

Overall Patient Satisfaction Rating: **92%**

Patients Stating They Felt “Listened To And Respected”: **96%**

Overall Practitioner Rating: **95%**

National Patient Safety Foundation®
Rapidly Growing to Meet Access Needs: Goal is to have 60% of U.S. Population within 10 miles by 2018

More than 950+ locations in 31 States and D.C. as of Nov 2014

2014 Expansion
New Mexico
Nebraska
Wisconsin

2017: 1,500+ MinuteClinic locations in 35 states
Lowering Costs, Maintaining Quality

A September 2009 *Annals of Internal Medicine*\(^1\) study compared costs and quality of care for three common illnesses:

MinuteClinic provides care that is 32-47% below the cost of primary care physicians. Practitioners demonstrated 99.15% adherence to clinical guidelines.

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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. N = 2,100 care episodes (700 of each) compared across venues.
MinuteClinic® Suite of Services

EXPANDING ACCESS TO LOWER-COST, HIGH-QUALITY HEALTH SERVICES

ACUTE CARE

• Practitioners treat and prescribe medications, when appropriate, for common illnesses and minor injuries
• Allows physicians to continue providing high-quality care for more complex patient needs
• Primary care provider panel “extender” for after-hours care

CHRONIC CONDITION MONITORING

• Help members effectively manage conditions
• Support your clinical quality improvement initiatives and close gaps in care
• Convenient monitoring services include patient education and counseling

SERVICES TO COMPLEMENT YOUR HEALTH MANAGEMENT STRATEGIES

PREVENTIVE

• Easily accessible for chronic disease screenings, vaccinations, etc.
• Complete Health Review*: for 18-64 year old population to obtain data for health status assessment and risk adjustment
  - Medicare focused assessment available in 2015

WELLNESS

• Determine health conditions/issues through screenings
• Evidence-based smoking cessation and weight loss programs
• Identify members without PCP and provide resource list

Source: An Annals of Internal Medicine study compared costs and quality of care for common illnesses: 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. N = 2,100 care episodes (700 of each) compared across venues. “Complete Health Reviews. Not available in all areas. Requires 90-day implementation.

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POC Testing at MinuteClinic

MinuteClinic philosophy on Service Selection

- Services should be of high volume to develop proficiency
- Services should include evaluation, diagnosis, treatment plan and education all within same visit
- Service should be within the scope of an NP based on training and proficiency
- Service should be safe
- If diagnostics are needed are they available by POC
- POC testing is efficient for the patient and results in high patient satisfaction
- POC testing supports education, increase patient understanding and compliance
POC Testing at MinuteClinic

Majority of MinuteClinic labs conducted in clinic via Point of Care Testing (POCT)

- Average visit length 20-25 minutes
- One provider model
- Tests need to be less than 15 minutes
- Efficient for the provider/practice—eliminates tracking and reporting.
- Using POC testing promotes efficiency but limits scope
- Finger stick access, not venipuncture – significant percentage of our providers are not proficient in venipuncture
- POC tests have very low margins and are profitable when overhead reduction is taken into consideration, not typically based on test alone
Selecting POC tests

Independent Lab consultant provides

- Review of Literature plus Experience
- FDA and CLIA waved testing
- Sensitivity and Specificity
- Review of usability
- Clinical work group evaluates ease of use
- Contracting
Training and Deployment

Training
• Follow state and CLIA regulations (example proficiency testing)
• Training through manual plus in person (staff meeting)
• Individual performance check off
• Annual Check off

In Clinic
• Proficiency Testing
• Documentation of controls

Workflow
• In MC setting up front chief complaint assessment – allows for testing to be performed in concert with the exam
## Acute Services supported by POC

<table>
<thead>
<tr>
<th>Type</th>
<th>Current MinuteClinic Lab Tests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid diagnosis provides guidance for immediate treatment</td>
<td>Influenza, Rapid Strep, Urine Dip</td>
</tr>
<tr>
<td>Rapid Diagnosis allows for appropriate education</td>
<td>Mononucleosis, Adenovirus, Pregnancy</td>
</tr>
</tbody>
</table>
### Chronic Services supported by POC

<table>
<thead>
<tr>
<th>Type</th>
<th>Current MinuteClinic Lab Tests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biometric Screening – Identifies Disease Risk during visit allowing for education</td>
<td>Cholesterol panel</td>
</tr>
<tr>
<td>Cholesterol panel</td>
<td>Blood Sugar/A1C</td>
</tr>
<tr>
<td>Chronic Disease Monitoring – education/referral at visit</td>
<td>Cholesterol</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>A1c</td>
</tr>
<tr>
<td>A1c</td>
<td>Albumin</td>
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</tbody>
</table>
Pilot POC Testing Approach

<table>
<thead>
<tr>
<th>Type</th>
<th>Current MinuteClinic Lab Tests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot/State Regulation</td>
<td>HIV</td>
</tr>
<tr>
<td>Chronic Care Support</td>
<td>Liver Function</td>
</tr>
</tbody>
</table>

Piloting with venipuncture
Pilot POC Testing Approach

Questions?