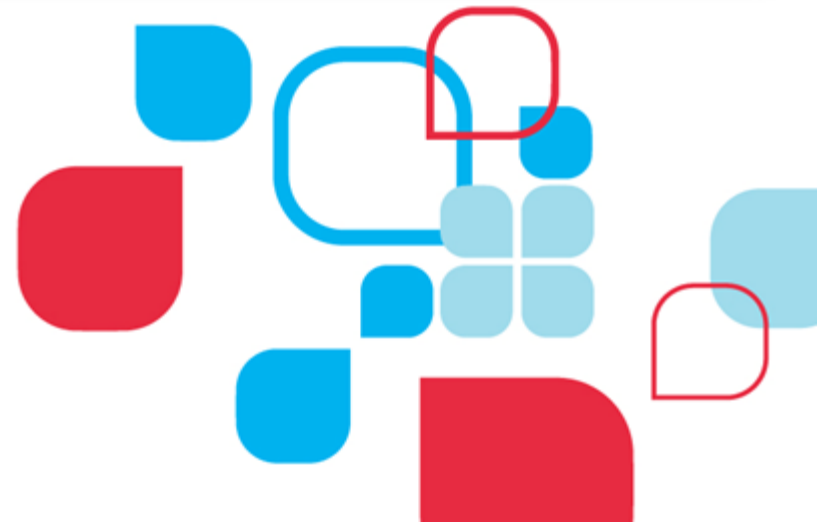




The Changing Practice Environment: *The Retail Healthcare Experience*

*Kathleen Dailey, MSN, APRN FNP-BC
State Practice Manager - Florida (Central/South)
CVS MinuteClinic*



Program Objectives

By the end of this portion of the program, the participant will be able to:

- Describe the current day retail healthcare practice setting
- Analyze the current characteristics and performance of retail healthcare
- Explore the future role of retail healthcare clinics and nursing as an integral part of health care delivery
- Discuss the possibilities of telemedicine in driving a culture of health and healthcare
- Describe new knowledge and practice patterns relative to nursing in the retail healthcare setting

America's Looming Healthcare Crisis

Addressing the increasing health care needs of the population in a high quality, cost effective, and convenient setting is the value proposition that differentiates Retail Healthcare clinics.

Affordable

High
Quality

Convenient

- Increased Prevalence of Chronic Diseases
- Aging Population
- Obesity Epidemic
- Health Insurance Reform
- Primary Care Shortage
- Focus on Prevention and Wellness

Retail Healthcare Landscape



	CVS/minuteclinic – CVS Health	HealthCare Clinic - Walgreens	RediClinic – RiteAid	Walmart CareClinic - Walmart	Target Clinic – Target	The Little Clinic - Kroger
Number of Clinics and States	970 31 States & DC	426 22 States & DC	48 30 clinics in TX located in H-E-B Supermarkets Opened 18 clinics in MD and PA in RiteAid stores.	102 19 States Walmart Clinics - leased to other providers-86 Owned Care Clinics operated by Quadmed– 16 in 3 states	79 8 States	146 8 States Owned by Kroger, Located in Kroger, Frys and King Sooper
Clinic Growth in 2014	New states include Nebraska, New Mexico, Wisconsin, and Rhode Island 18 sending TeleHealth sites Plan for 2015: Add 110 clinics and 2 new states	Announced 27 new clinics in TX with entry into Dallas market (13), and expansion across Houston market (14) Announced partnership with MDLive to offer physician visits online (TeleHealth)	Acquired RediClinic in April 2014. Announced expansion into Seattle. Pilot in Ohio with Healthspot telehealth kiosks	Opened 16 owned Care Clinics in rural GA, SC and TX. Announced plan for up to 100 more clinics in 2015 \$40 “everyday low price” visits; \$4 for employees Full PCP model	Announced partnership with Kaiser and opened 4 clinics in Southern CA.	Expanded into Richmond, VA

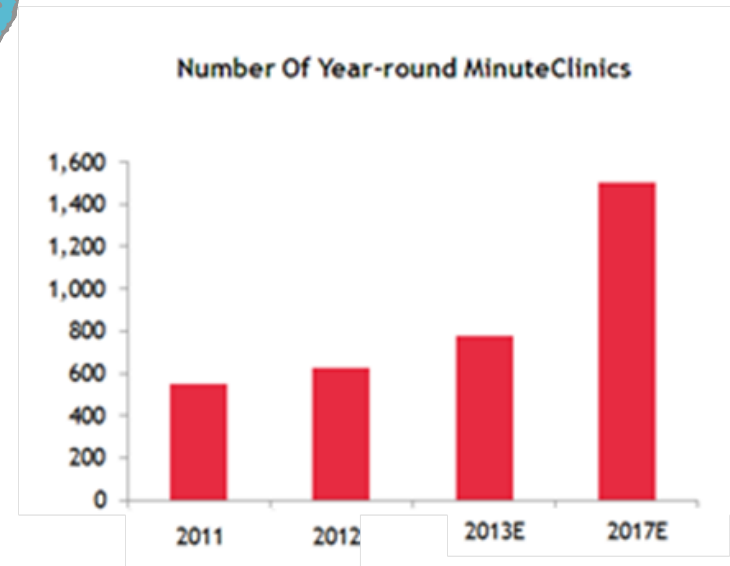
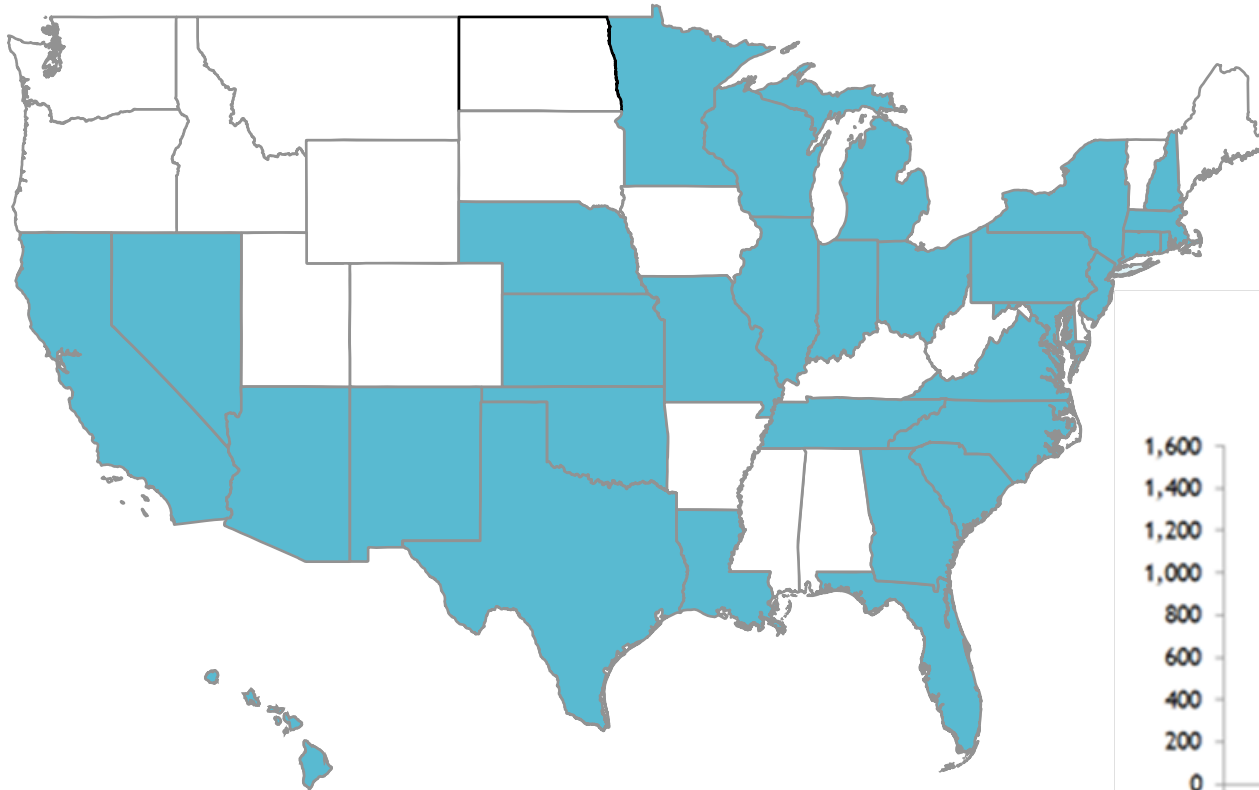
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Overview of MinuteClinic

Increasing Scale: 980+ Clinics In 31 States and DC



The Retail Healthcare Model: CVS MinuteClinic

- High-quality care offered in a convenient and affordable way
- Family Nurse Practitioners, Physician Assistants, Nurses
- Service scope:
 - Common acute illnesses and injuries
 - Co-manage chronic diseases
 - Vaccinations
 - Screenings and assessment exams
 - Wellness and preventive services
- Open seven days a week
 - Off-hours and weekend care
 - Primary care safety-net
- Accept most insurances
- Focus on quality and patient satisfaction
- Use of evidence based guidelines
- Integration with PCP's & the Patient Centered Medical Home



Cost Effective | Convenient | Evidence Based Care

Retail Healthcare: CVS MinuteClinic Strategic Pillars

Supporting Primary Care

1

National Footprint:
Provider presence



2

New Clinical Services:
*Common chronic diseases,
Health & wellness*



3

TeleHealth:
Reach

TeleHealth at MinuteClinic



4

Collaborate with Health Systems and PCPs:
Collaboration & integration



EMORY
HEALTHCARE

SHARP

National Care Delivery Platform

MinuteClinic: Role of the APRN

Our advanced practice registered nurses do more than just provide high quality care; they are clinic managers, leaders in the community, and part of a larger team dedicated to improving the lives of those we serve.



- Manage clinic and practice autonomously
- Act as the single point of contact throughout a patient's visit
- Educate the patient about their health care
- Work closely with CVS/pharmacy colleagues
- Be a leader in the community
- Work to improve the lives of those we serve
- Precept NP students and new colleagues
- Engage in shared governance and professional practice improvement initiatives
- *Clinic Care Team Staffing Model*

MinuteClinic: Professional Development

Management Track

- Clinic Practice Manager
- State Practice Manager
- Area Director
- Associate CNPO
- CNPO

Professional Track

- Clinical quality
- Clinical operations
- Clinical informatics
- Guideline research and development
- Patient Education
- Training & Development
- Recruiting

Educational Track

- Peer Clinical Review Team
- Preceptor
- Research & PI Team
- Education & Clinical Excellence Council
- Shared Leadership Council

MinuteClinic makes extensive, ongoing investments in providers, continually seeking new opportunities for providers to excel within the organization.

New Knowledge and Practice Patterns:

APRNs in Retail Healthcare Setting

I. Education and Workforce Development

- Form partnerships with academic institutions
- Provide scholarships and grants
- Encourage providers with faculty positions & adjunct clinical support
- Work with NP students and schools to offer clinical practice sites

New Knowledge and Practice Patterns:

APRNs in Retail Healthcare Setting

II. Clinical & Professional Practice

- Re-engineer APRN orientation & on-boarding
- Recognize transition to practice - APRN Fellowship
- Develop peer-to-peer coaching
- Implement Emerging Leaders program
- Encourage mentorship of new providers
- Support a culture of education and life-long learning
- Provide research and QI project support
- Develop clinical resources and decision-support tools
- Create integrated, coordinated care team practice
- Facilitate a culture of shared governance

New Knowledge and Practice Patterns:

Nursing in Retail Healthcare Setting

The healthcare environment is changing. Innovation in care delivery and enhancing access to quality care can be championed by Nursing

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)

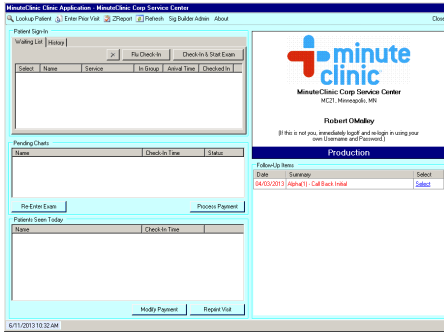
MinuteClinic Collaboration and Integration



- Affiliated with 51 major health systems
- Health system provider collaboration & consultation with MinuteClinic providers
- EMR integration
- Joint clinical programs for chronic care and wellness programs
- ACO and PCMH virtual medical neighborhood

Collaborating with healthcare providers across the country

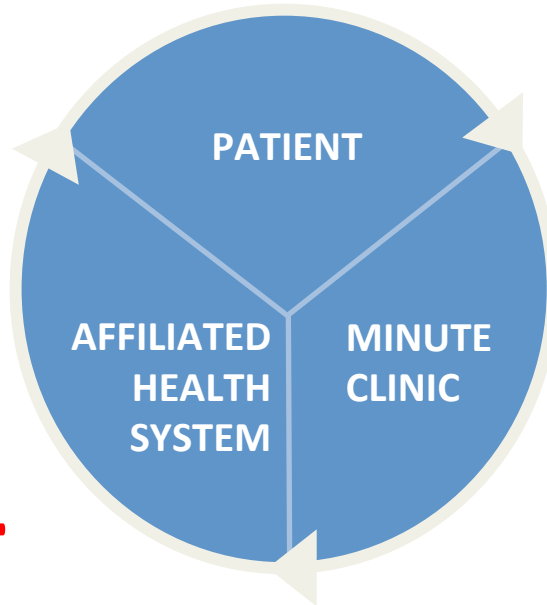
MinuteClinic Integration and Care Coordination



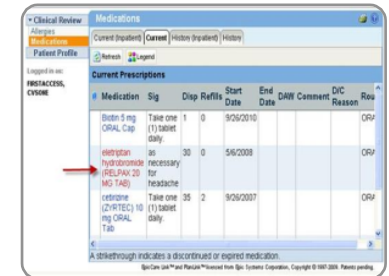
1 Patient Visits MinuteClinic®



5 Electronic Clinical Information Exchange



2 Nurse Practitioner Accesses EMR



4 Nurse Practitioner Treats Patient

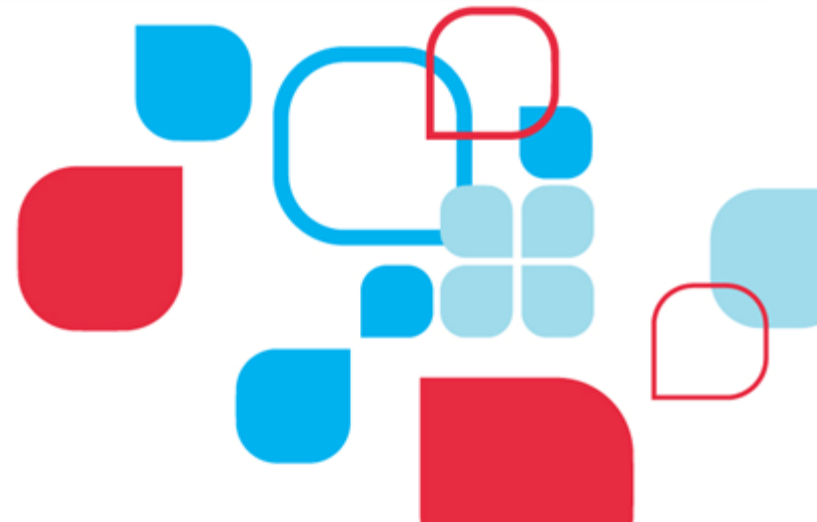


3 MinuteClinic EMR Links to Health System Health System Patient Notes:

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



MinuteClinic TeleHealth



The Telehealth Tsunami

- TeleHealth is uniquely positioned to offer:
 - Access to providers from remote locations
 - High quality data/image sharing
 - Possibility of increased adherence to treatment plan – remote monitoring, increased engagement
 - Preventive services tailored to patient needs and convenient access
 - Lower healthcare costs
 - Disruptive innovation – embrace of technology

B-Side

A-Side



CVS/MinuteClinic™ TeleHealth Pilot



- Licensed Vocational Nurse (LVN) care extends MinuteClinic reach
 - Operating 48 sites across two states
 - 10,000+ cumulative TeleHealth visits conducted
 - ~20,000 flu visits
 - 95% of patients rate their experience as equivalent to in-person consultations or better
 - *Contributing factors include ability to see own throat/inner ear, and hear own heartbeat, in addition to coordinated dual-clinician environment*

Allowing patients at MinuteClinic to be seen by available NPs elsewhere in the state through high-quality, live video and audio

