Building a Culture of Health: CVS Health and MinuteClinic

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About CVS Health

Purpose-driven company: Helping people on their path to better health
THE MEDICAL CLINIC OF CVS HEALTH AND LEADING RETAIL CLINIC PROVIDER IN THE UNITED STATES.

MinuteClinic provides increased, convenient access to quality, affordable care

1,100+
Full-time clinics in 33 states and D.C.

3,000+
Providers (NPs/PAs) nationwide

Walk-in care, 7 days a week including evenings

Up to 80% savings over higher costs of care

92% overall patient satisfaction

70+ major health system affiliations

The first retail health care provider to be fully accredited by the Joint Commission

Largest retail clinic provider: More than 32 million visits since inception

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Retail Healthcare Services

**ACUTE CARE**
- Practitioners treat and prescribe medications for common illnesses, minor injuries and skin conditions

**PREVENTIVE CARE AND SCREENINGS**
- Comprehensive health screenings are available to identify high blood pressure, high cholesterol and diabetes
- Practitioners perform camp, sports, administrative, Department of Transportation and college physicals, and administer vaccinations

**HEALTH CONDITION MONITORING**
- Convenient monitoring services and patient education to help members better manage existing conditions

**WELLNESS**
- Access to face-to-face health improvement programs (Examples: smoking cessation, weight loss, etc.)

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**Filling the Gap & Providing Additional Access Points**

- **PCP**
- **MinuteClinic**
- **Urgent Care**
- **Emergency Department**

Offer value through integrated care delivery across health care continuum

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Patient-Centric Retail Health Care: Strategic Pillars

Supporting Primary Care

1. National Footprint: Provider Presence on a National Scale

2. Advancing Clinical Services: Common Chronic Diseases, Health & Wellness

3. Tele-Health: Reach

4. Collaborate with Health Systems & PCPs: Collaboration & Integration

Our Clinical Affiliations Enhance Quality, Access and Continuity of Care
TeleHealth: Continuing to Innovate Access to Care Delivery

TeleHealth at MinuteClinic

SENDING SITE
Patient with Licensed Nurse

RECEIVING SITE
Remote Nurse Practitioner

High Definition Video, High Fidelity Audio

CVS Health
TeleHealth Visit Compared to a Traditional Visit

**TELEHEALTH VISIT COMPARED TO A TRADITIONAL VISIT**

n = 2,383

95% Just as good/Better than a traditional visit

- 34% Better than a traditional visit
- 61% Just as good as a traditional visit
- 4% Not sure
- 1% Worse than a traditional visit

MinuteClinic: fully accredited by the Joint Commission since 2006
Comparing Cost And Quality Of Treating Common Illnesses Across Medical Settings

Quality Indicators

<table>
<thead>
<tr>
<th>Emergency Departments</th>
<th>55%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician Offices</td>
<td>61%</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>63%</td>
</tr>
<tr>
<td>Retail Clinic</td>
<td>64%</td>
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</tbody>
</table>

Cost Per Episode

<table>
<thead>
<tr>
<th>Emergency Departments</th>
<th>$54</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician Offices</td>
<td>$14</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>$13</td>
</tr>
<tr>
<td>Retail Clinic</td>
<td>$8</td>
</tr>
</tbody>
</table>

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

Quality Of Care For 3 Common Conditions

- Study of 75K episodes of care with severity matched controls
- Retail clinics performed better than Ambulatory Primary Care Visits and Emergency Departments Visits across all quality measures

Publication (2014): The quality of care received at retail clinics for three common conditions (Shrank WH et al.; American Journal of Managed Care, Vol. 20; pages 794 – 801, 2014)
**Evidence Based Practice**

Avoidance of Antibiotics in Bronchitis: HEDIS

![Bar chart showing Medical Group Average = 20% for various clinics.]

**Working to Build a Culture of Health**

- ANTIBIOTIC STEWARDSHIP
- MILLION HEARTS CAMPAIGN
- IMPROVE HEALTH LITERACY
- HEALTH CARE INTEROPERABILITY
- HYPERTENSION IDENTIFICATION
- CHRONIC DISEASE MANAGEMENT
- HIV AND HEPATITIS C SCREENING
- IMMUNIZATION AGAINST COMMUNICABLE DISEASES
- SMOKING CESSATION
- WEIGHT REDUCTION
- NARCOTICS-FREE PRESCRIBING
Thank you