



# Retail Health – Health System Relationships

Bernard J. Katz, MD MBA

HASC

April 14, 2016

# UCLA Health and CVS MinuteClinic

- Focus on patients
- Engaged clinical and business leadership
- IT Integration complete
- Annual flu program for employees and senior health
- Access planning on-going including launch of high blood pressure joint clinical program
- Community engagement

# Medical Director Role

- UCLA primary care physicians (family physicians) serve as medical directors to collaborate with the Nurse Practitioners at CVS MinuteClinic
  - Monthly collaboration meetings with educational component
  - Telephonic consultation for patient care
    - Use endorsed care guidelines
    - Any deviation from guidelines must be agreed to by collaborating physician
  - Retrospective chart review

# IT Integration

- All patients at MinuteClinic are asked to identify a PCP (if they have one)
- UCLA and CVS MinuteClinic have integrated IT platforms so that MinuteClinic visits for patients of UCLA Health may be viewed in UCLA's Electronic Health Record System
- Patients of UCLA Health may provide access to MinuteClinic of their records through patient portal

# Clinic Outreach

- Access point for UCLA Health employees and identified patients (senior wellness program) to obtain annual influenza vaccines
- Contracts in place with UCLA Medical Group for at risk managed care population to obtain medical services:
  - Evaluation and treatment of acute medical conditions
  - Routine Immunizations

# Disease Management Programs

- CVS MinuteClinic is identifying patients with undiagnosed hypertension
- Patients are counseled on methods of managing through lifestyle and dietary modifications
- Follow up is scheduled for verification of diagnosis
- Referral is made to PCP for initiation of treatment
- For patients without a PCP, prompt appointments for evaluation and treatment is available through UCLA Health primary care network with a single toll-free call.

# Community Outreach

- All CVS MinuteClinics have a referral network for follow up care.
- All clinics various levels of care for follow up:
  - Hospital emergency departments
  - Local urgent care clinics
  - Local primary care physicians
  - Specialty physician referrals are not made
- UCLA Health primary care, urgent care, and hospital facilities are available but there is not an exclusive relationship for referrals.
- Goal is to support the patient in the most convenient manner



Questions