

Antimicrobial Stewardship at MinuteClinic

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February 10, 2021



Our Purpose
Helping people
on their path
to better health

Our Strategy
Creating unmatched
human connections
to transform
the health care
experience

Our Values
Innovation
Collaboration
Caring
Integrity
Accountability



MinuteClinic: Improving access to high-quality, lower- cost care with high satisfaction

Access

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

7 days per week walk-in
care, including evenings

Quality

~3,100 providers
(NPs/PAs) using evidence-
based guidelines

Accredited by
The Joint Commission

Value

Costs 40% less
than urgent care¹

**Electronic data
transfer**
to plans and providers

Satisfaction

**94% overall patient
satisfaction**


**84.1 net promoter
score**

1. Urgent Care Association, "2018 Benchmark Report."
The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted.
Please see the disclaimer page at the end of this presentation for more information.

MinuteClinic: Caring for Patients Across the Lifespan Continuum




Acute Care




- Diagnose, treat and prescribe for a wide array of common illnesses and minor injuries

Preventative




- Physicals: Camp, Sports, DOT
- Vaccinations
- Travel Health
- Biometric screenings
- Health Risk Assessments

Chronic Conditions



- Screening, Diagnose, Prescribe Medications, Monitoring:
 - Diabetes
 - Hypertension
 - Hyperlipidemia
 - Hypothyroid

Wellness



- Sexual & Reproductive Health
- Comprehensive Health Screenings
- Smoking cessation
- Weight Loss
- Medication Refills
- Injections: B-12

Patients can access wait times on-line, schedule an appointment, or walk in to be seen in one of our retail clinics. They can also access care 24/7 via a MinuteClinic Video Visit™ in select states.

Commitment to Antimicrobial Stewardship



Position Statement:

MinuteClinic® is aligned with the Centers of Disease Control (CDC), the World Health Organization (WHO), and the Association for Professionals in Infection Control and Epidemiology (APIC) in its commitment to promoting Antimicrobial Stewardship through evidence-based practice. Our goal is to collaborate and actively partner with outside organizations to identify and incorporate best practices.

- All MinuteClinic clinical guidelines relative to the treatment of infections carefully address determining the need for antibiotics, correct dosing of antibiotics including the duration of treatment, and recommend other symptom-based, non-antibiotic treatments for viral and some uncomplicated bacterial illnesses. Based on evolving clinical research in this area, Clinical Practice Guideline adjustments are made to provide the most current evidence-based practice recommendations.
- Per the CDC, recommendations for initial empiric antibiotic therapy choices should balance treatment efficacy, severity of illness (i.e., sepsis), and the potential for adverse events including the development of antibiotic resistance. When multiple therapeutic options are available, a hierarchy of antibiotic treatment recommendations should be provided with “first choice” options being those with adequate therapeutic efficacy, the risk of facilitating antimicrobial resistance, and the lowest risk of promoting C. difficile and other adverse events, with consideration of healthcare value.
- MinuteClinic does not support the treatment of suspected viral infections with antibiotics.
- MinuteClinic providers are expected to follow the clinical guidelines with respect to diagnosing and treating both viral and bacterial infections.
- MinuteClinic is committed to the education of its providers and the communities they serve with respect to the dangers of antibiotic overuse and antibiotic resistance.
- MinuteClinic supports its multi-disciplinary Antimicrobial Stewardship Council in its commitment to promoting antimicrobial stewardship in the care delivered at MinuteClinic settings through the review and dissemination of current professional literature and the education of MinuteClinic providers, staff and patients. Annual review and reinforcement of MinuteClinic Antimicrobial Stewardship goals are offered to providers to maintain annual knowledge updates related to this organizational commitment.
- MinuteClinic does not support the routine use of **Wait-and-See Prescriptions (WASP)** for antibiotics, except in rare uncontrolled circumstances or pandemic related exemptions, patient travel to places where pharmacy access may be limited and/or certain guidelines such as otitis media or sinusitis when clinically appropriate. If writing a Wait and-See prescription, providers should follow the practice of clearly documenting “wait and see” in the sig line of the prescription, with the indicated waiting timeframe “when to fill” and include an expiration date for the prescription.

National Quality Metrics 2020

Avoidance of Antibiotics in Acute Bronchitis 84.6% (Target 75%, Stretch 85%)

Appropriate Treatment of Upper Respiratory Infections (Viral, no Antibiotics) – 99% (Target 95%, Stretch 98%)

Appropriate Testing and Treatment of Acute Pharyngitis – 99% (Target 95%, Stretch 98%)

MNHealthScores from MN Community Measurement

Clinic Quality Ratings Medical Group Quality & Cost Ratings Hospital Quality & Patient Experience Cost of Services & Procedures Ratings See All Measure Topics

Medical Group Ratings

Customize the information you want to see by adding or removing columns, sorting results and comparing ratings for up to three medical groups.

If a medical group is not listed, it has no information to report for the selected topics. This could be due to not offering that type of care; having too few patients who received that care; choosing not to share information with MN Community Measurement; or being renamed or closed.

Don't see a topic you're looking for? It may be a clinic, cost, or hospital rating.

47 results

Find by name:

Or find by location: of

HIDE NON REPORTING MEDICAL GROUPS SHARE: [f](#) [t](#) [in](#) [✉](#) PRINT: STANDARD VIEW DETAILS VIEW LEGEND

Compare ratings
Select & compare up to 3 medical groups

COMPARE

Refine results by name or location Add or change column topics

Sort		High to Low Performer	
<input type="checkbox"/>	MinuteClinic MINNEAPOLIS, MN	★ TOP	92 %
<input type="checkbox"/>	Hutchinson Health HUTCHINSON, MN	★ TOP	80 %

Antimicrobial Stewardship Colleague Interest Group

Purpose: The CVS/MinuteClinic Interprofessional Antimicrobial Stewardship (AMS) Colleague Interest Group explores and discusses appropriate, evidence-based use of antibiotics and issues that impact antibiotic use in the convenient care setting.

Members: Regional Medical Directors, Director of Clinical Quality, Pharmacists, Nurse Practitioners, Physician Assistants

Activities:

- Monthly Conference Call to discuss pharmacy/clinical trends and innovations to support AMS quality and patient safety
- Journal Article Review
- Support for AMS related projects (DNP/PA/Pharmacy Fellow)
- SBAR Development for Grand Rounds/Clinical Cases on Antimicrobial Stewardship
- Communications support for AMS information
 - Featuring articles during CDC Antimicrobial Stewardship Week Awareness (November)).



Where the rubber meets the road...confident conversations

“I’m here for my Z-pak”

“My doctor always prescribes one”

“I need an antibiotic, I know my body”.

“Doesn’t my child need an antibiotic?”



“The great news is....”



Thank you

Image source: CVS Health Creative Resource Library, accessed 2020. health_hub_1. Asset ID: 228225