



Impacting Heart Failure with Retail Health

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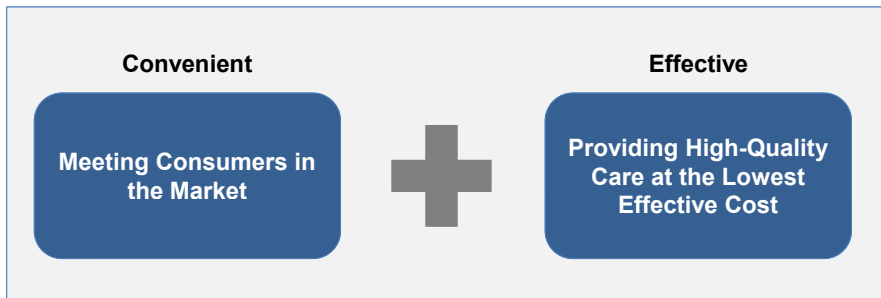
November 16, 2015



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What is Retail Health?

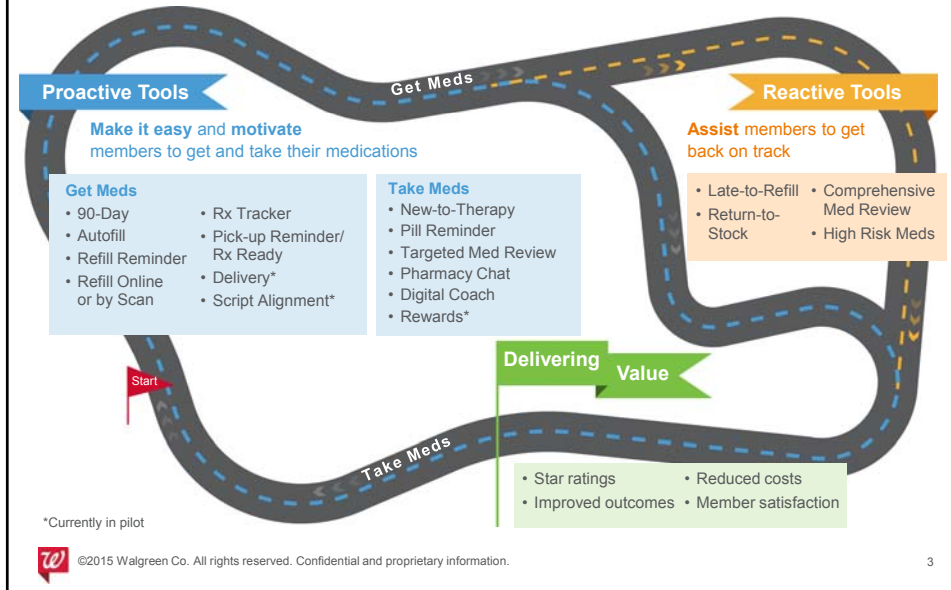
Retail Health combines the convenience, access, and price transparency of retail with the quality and the trust of traditional medicine



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Walgreens adherence experience provides a single program with several touch points to stay on track



Walgreens Healthcare Clinic



400+ locations

Open 7 days a week including evenings and Sundays

Same-day appointments available

Average cost of care 5x lower than ED visit¹

Impact quality care metrics for both HEDIS and Star programs

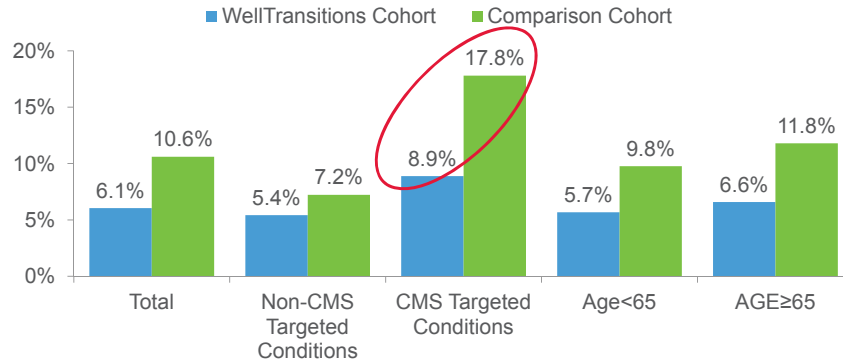


¹ Mehrotra, et al. The Costs of Quality of Care for Three Common Illnesses at Retail Clinics as Compared to Other Medical Settings. Ann Intern Med. Sept 1, 2009; 151 (5): 321-328.

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WellTransitions® and 30-day Hospital Readmission Rates

- WellTransitions patients were significantly less likely to experience an unplanned readmission within 30 days than the comparison cohort.
- The greatest reductions in readmissions were seen among the CMS targeted conditions (heart failure, acute myocardial infarction, pneumonia) and among elderly patients.
- Heart Failure represented 52.6% of admissions for CMS targeted conditions



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Heart Health DHA Program

Heart Health

TRACKING

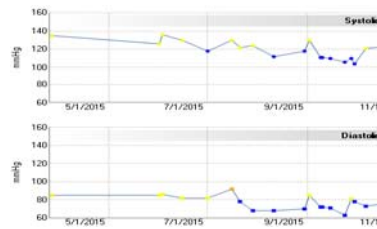
We've created a 6-month plan to help manage your condition. Track the activities in your plan of care to reach your goal!

[Track Now](#)

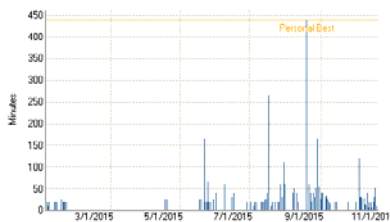
Cholesterol Tracking

Date	Total (mg/dl)	LDL (mg/dl)	HDL (mg/dl)
8/21/2015	200	96	43
7/16/2015	200	103	51

Blood Pressure Tracking



Exercise Tracking



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Walgreens is associated with 3% greater medication adherence and 3% lower healthcare utilization and costs

Commercial Population	Value of Walgreens interventions		
Healthcare utilization (6 months post index)	Walgreens patients (n=72,410)	Non-Walgreens patients (n=72,410)	Difference
Medication adherence (PDC)	55.2%	52.2%	3.0%*
Optimal adherence (PDC ≥ 0.80)	34.3%	32.3%	2.0%*
Proportion with ≥ 1 hospital admission	5.0%	6.8%	-1.8%*
Proportion with ≥ 1 ER visit	12.7%	15.4%	-2.7%*
Mean # outpatient visits	7.62	8.15	-0.53*
Total healthcare cost per patient	\$5,349	\$5,513	-\$164* (-3.0%)

Results represent 6-month healthcare utilization and cost associated with Walgreens patients compared with non-Walgreens patients

* = Statistically significant difference (P<0.0001)

Taitel MS, Akinbosoye OE, Grana J. Improving Medication Adherence and Healthcare Outcomes in a Commercial Population through a Retail Pharmacy Chain. February – October, 2013. JMCP, October 2015;21(10): S85. Presented at AMCP Nexus 2015, October 26-29, Orlando FL.

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State-of-the-art digital tools help make it easy to stay on medication therapy

Refill by scan

The fastest way to refill



Transfer by scan

No-hassle prescription switch



Pill Reminder

Quick and easy



All tools are accessible through Apple Watch



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...through the addition of customer service and engagement options

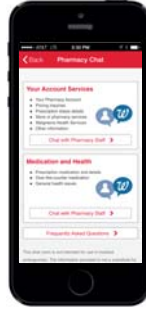
Pill Reminder

“This is the kind of application that can truly improve your quality of life.”



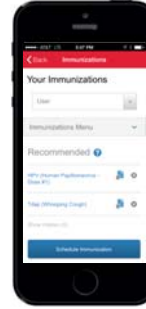
Pharmacist Chat


“Saves me from having to wait in line at the store to chat with a pharmacist and is way more convenient!”



Immunizations App

Our new immunizations app makes recording and scheduling immunizations a seamless experience



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