Healthcare Landscape

• Both patients and payors are failed by uncoordinated care efforts

• Chronic diseases account for up to 75% of U.S. health spending

• 30 day readmissions cost the US Healthcare System 16 Billion annually

• A third of new prescriptions never get filled

• Health Care Reform is driving change

Most intriguing medical facts of 2012, American Medical News
Centers for Medicare & Medicaid Services

Proprietary & Confidential, Property of Walgreen Co.
Hospitals penalized if patients are re-admitted to the hospital within one month of a visit for a condition that may have been preventable.

- The independent Medicare Payment Advisory Commission estimates that 15.3 percent of hospital admissions result in a re-admission.
- In 2010 alone, this happened 1.9 million times at an estimated cost of $17.5 billion.

Trend forward:
- Hospitals becoming more concerned with delivering higher quality health care.
- Value versus volume.
Investments in Education Not Translating to Patient Knowledge

Dedicating Time to Patient Education...
Time Spent on Discharge Education¹

But Failing to Drive Comprehension
Patients Leaving Providers Without Clear Guidance

<20 Minutes
36%

≥20 Minutes
38%

Unknown
26%

Patients Leaving the Physician Office or Hospital Confused about Next Steps

24%

76%

¹The Advisory Board Company

Proprietary & Confidential, Property of Walgreen Co.
Pharmacy Intervention and Proven Outcomes

Critical role of pharmacists in reducing unplanned readmissions

- **Reduction of 30-day post discharge hospital readmission or emergency department (ED) visit rates in high-risk elderly medical patients through delivery of a targeted care bundle.** Journal of Hospital Medicine. 2009;4(4):211-218

Proprietary & Confidential, Property of Walgreen Co.
WellTransitions- Three Phased Approach

**Hospital Treatment**
- Interventions 1-4
- Patient identified, enrolled in program
- Generate medication history
- Fill, alignment and reconciliation of discharge medications
- Bedside delivery of medication and patient consultation

**Post-discharge Care**
- Interventions 5-7
- Pharmacist education follow up initiated 48-72 hours after discharge
- Pharmacist clinical therapy review approximately 10 days post-discharge
- Community integration provided by pharmacist at day 25 post-discharge

**Outcomes Reporting**
- Final Intervention
- Comprehensive reporting capabilities
- Advanced data analytics
- Measure clinical outcomes and economic effectiveness
- Real-time access through secure web portal

**Aligned with health system core measures**
- Focused on reducing preventable readmissions
- Coordinated effort to drive HCAHPS scores
- Coordinated care with community providers
- Integrates data points – EMR, ADT, alerts

Proprietary & Confidential, Property of Walgreen Co.
Increasing access

• National footprint
• Within 5 miles of 70% of the U.S. population
• Extending care through our 8,000 locations
• Product is hosted on web-based platform allowing for virtual patient management
• Scalability to health systems pharmacies, allows for support by retail and call center services
Thank You

Joel Wright, RPh
Walgreen Co.
Vice President of Health System Operations
847-315-2357
Joel.Wright@Walgreens.com

Proprietary & Confidential, Property of Walgreen Co.