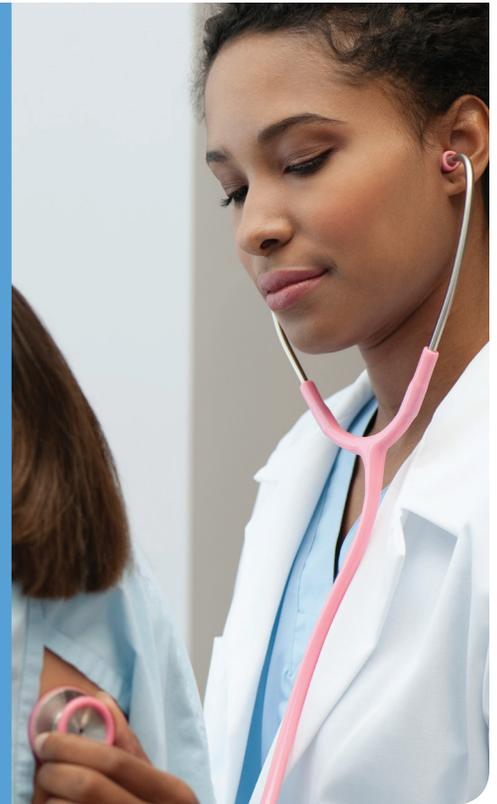




Measuring Performance in Delivering Quality Care

To measure performance in delivering high-quality healthcare, business leaders at Healthcare Clinic needed reliable comparative analyses drawn from nationally accepted and respected sources. It was important that the metrics encompass not just a select handful of clinic locations, but the entire Healthcare Clinic network.



The challenge

Healthcare organizations are experiencing an increased emphasis on the need to measure outcomes via objective, nationally recognized benchmarks. As healthcare evolves toward pay for performance, organizations are expected to be able to demonstrate their outcomes. A major focus is on patients with chronic conditions, as organizations look at assessing patient engagement. Truly engaged patients are more likely to take personal ownership in their care regimen. They'll be more compliant—taking their medications as prescribed—and more likely to follow doctor's orders through to a strong recovery and better long-term health. Engaged patients are also more likely to become loyal to a care provider, returning as needed for follow-up care and recommending the provider to friends and family.

The solution

As part of Walgreens commitment to measure and improve the quality of care in the retail setting and to work holistically in care delivery, the Healthcare Clinic team initiated a comprehensive ongoing analysis of comparative quality using HEDIS (Healthcare Effectiveness Data and Information Set) scores from the National Committee for Quality Assurance. HEDIS scores cover 75 measures across eight domains of care and are used by over 90 percent of health plans to measure performance on key dimensions of quality and service. HEDIS data make it possible to make quality care delivery comparisons on an apples-to-apples basis.

Walgreens also partnered with nationally respected Gallup Consulting to develop broad, in-depth measures of patient engagement as well as patient satisfaction, which assess consumers' connections to services and products in terms of confidence, integrity, pride and passion.

Our goal extends beyond continuous improvement to include a commitment to true transparency, making data available to our business partners, as well as to our patients through the Web.

Facts summary

- Healthcare Clinic tracks performance against HEDIS benchmarks for quality care.
- HEDIS data confirm care delivery that significantly exceeds national benchmarks for quality.
- Also, through a partnership with Gallup Consulting, Healthcare Clinic tracks patient satisfaction and engagement.
- Gallup data confirm best-in-class satisfaction and engagement performance.

See other side for more ►

Walgreens

The results

In our HEDIS analysis, we tracked performance on three measures related to our most common patient visits: upper respiratory infections (URI), acute bronchitis and sore throat (pharyngitis). HEDIS scores represent the percentage of patients who were properly tested, diagnosed and treated for the respective conditions. As shown in the sidebar, our HEDIS scores were significantly above national HEDIS benchmarks for all three conditions (across 29 local markets analyzed, November 2010 through April 2011).

Beyond HEDIS scores, more than 50,000 Healthcare Clinic patients have been polled across the network to date, and data from those surveys have been added to Gallup's national customer engagement database of more than 3 million customers of 200 organizations. The patient satisfaction and engagement data analyzed by Gallup indicate extremely high-quality care delivery at Healthcare Clinic:

- While typical companies receive the highest satisfaction ratings from 1 in 3 customers, Healthcare Clinic receives the highest scores possible from 9 out of 10 patients.
- Healthcare Clinic has strong engagement levels with more than 75 percent of patients, while the average company in Gallup's database strongly engages with less than 20 percent of customers.
- With scores over 90 percent, Healthcare Clinic does extremely well relative to a number of key engagement measures: the amount of time care providers spend with the patient, effective listening and attention from the provider and clear explanation of health matters by the provider.
- Our Gallup CE11 results put Healthcare Clinic in the top 10 percent of all companies Gallup has measured since 2003.

With a strong passion for high-quality healthcare, Healthcare Clinic at select Walgreens* is committed to delivering an outstanding patient experience and to improving the health of all patients. We will continue to use metrics like these to track and report on our performance and to identify areas where we can provide even better service.

*Formerly Take Care Clinic. Patient care services provided by Take Care Health Services, an independently owned corporation whose licensed healthcare professionals are not employed by or agents of Walgreen Co. or its subsidiaries, including Take Care Health Systems, LLC.

Healthcare Clinic HEDIS scores vs. national benchmark

Condition	National HEDIS Benchmark	Typical Healthcare Clinic Scores (Local Markets)
URI	91	97.1%
Bronchitis	37	61.3%
Pharyngitis	86	97.6%

The HEDIS analysis tracked key conditions and showed improvements for Healthcare Clinic beyond the national HEDIS benchmarks.



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