



fact sheet

Convenient Care Clinics: High Quality Care

QUESTION: How good is the care at convenient care clinics (CCCs)?

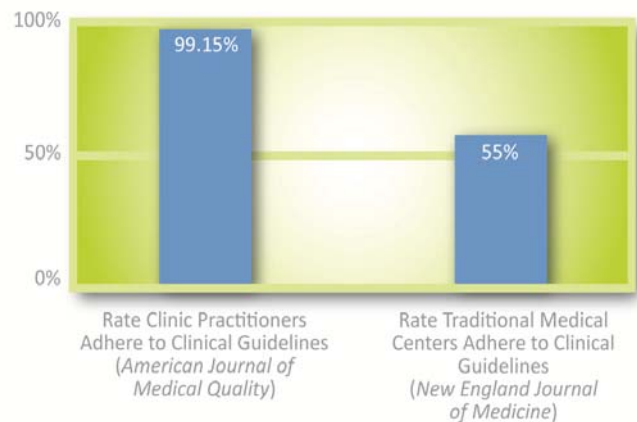
ANSWER:

The quality of care provided at CCCs is high. Clinic providers usually include licensed, highly-trained nurse practitioners and sometimes physician assistants who are qualified to diagnose, treat, and prescribe to a scope well beyond the typical scope of services in a convenient care clinic. They are supported by an electronic health record, including established evidence-based protocols, and are supervised by local physicians according to state law. More than 20 million people have received routine medical care at CCCs.

THE FACTS:

- The nurse practitioners (NPs) who generally staff CCCs are registered nurses with master's degrees or comparable training. They are licensed and certified to diagnose, treat and prescribe medications for common medical conditions, as well as administer preventive care.
- Research consistently shows that NPs provide care that is comparable in quality to physician care.¹
- CCC healthcare professionals use evidence-based protocols that adhere to established clinical practice guidelines and regulations.²
 - Quality scores and rates of preventive care offered are similar for convenient care clinics as for other delivery settings.³
- Convenient care clinics had a 92.72% compliance with quality measure for appropriate testing of children with pharyngitis vs HEDIS average of 74.7%; they also had an 88.35% compliance score for appropriate testing of children with URI vs HEDIS average of 83.5%.²
- Retail clinics have a return visit rate comparable with standard medical offices - care is high quality and does not generate additional follow up utilization.⁴
- CCCs use electronic health records, and at the patient's request, these can be shared with a patient's primary care provider in order to facilitate continuity of care. Additionally, the use of EHRs in the clinics monitor evidence-based practice performance.

- CCA's Quality and Safety Standards were developed with input from leading medical, nursing and quality organizations and are more stringent than those recommended by the American Medical Association, American Academy of Family Practitioners and American Academy of Pediatrics. CCA members follow OSHA, CLIA, HIPAA, ADA and CDC requirements and guidelines.
- CCA members are committed to monitoring quality and safety on an ongoing basis, including:
 - Peer review and collaborating physician review;
 - Aggregating, collecting and reporting data on quality and safety outcomes; and
 - Monitoring patient satisfaction, which generally exceeds 90 percent.



¹Mundinger, Mary. "Primary Care Outcomes in Patients Treated by Nurse Practitioners or Physicians," JAMA, 2000.

²Jacoby, Richard, Albert G. Crawford, et al. "Quality of Care for 2 Common Pediatric Conditions Treated by Convenient Care Providers." *American Journal of Medical Quality*. 2010.

³Mehrotra, Ateev, Llu Hangsheng, John L. Adams, et al. "Comparing Costs and Quality of Care at Retail Clinics with that of Other Medical Settings for 3 Common Illnesses." *Annals of Internal Medicine*. 151 no. 5 (2009):321-328.

⁴Rohner, James E., Kurt B. Angstman, et al. "Early Return Visits by Primary Care Patients: A Retail Nurse Practitioner Visit Versus Standard Medical Office Care." *Population Health Management*, 15, No. 4 (2012):216-219.