The Empowered Patient

Seventh Annual Conference on Healthcare Transparency & Patient Advocacy
Lexington, KY
November 1, 2013
Our Healthcare System Is at a Crossroads:

- Health Care is biggest item in budget (2.7T) – greater than Housing
- 311 M people, 18% without health insurance
- 739 K doctors, 16,813 new students entering medical school
- Prescription drugs increased from 3B in 1960 – 262B in 2010
- Fewer solo practitioners, more hospital-employed physicians
- More lawsuits & threats of suits
Our Healthcare System Is at a Crossroads, cont.:

- Greater focus on value (healthcare outcomes/$)
- Inadequate preventive health care
- Wide disparities in health care
- Best doctors, nurses, hospital & academic health centers, cutting-edge research
- Population growing older and more diverse
- Burden of disease shifting from acute to chronic
Factors Affecting Our Health

Poverty
- What are the effects of poverty?
  - Lack of Health Care, Education, Housing, Food
  - Crime, Stress in children & adults, Poor environment

Lack of education
- How do we reach people for education?
  - Home, TV, Books, Online, Schools and Colleges, Churches

Risky behaviors
- How you live life more critical to longevity than genetics
  - Tobacco use, Alcohol & drug abuse, Car crashes, Obesity

Access to health care
- Provider, Financial, Cultural, Transportation, Time
Health Care in America is not:

- Coherent
- Comprehensive
- Choice
- Cost Effective
- Equitable
- Universal
Major Problems of Current US Healthcare System

Access
– 52 M no health insurance (40 M adults)
– ½ < 35 years old, ¾ income <$40K

Cost
– Costs too much, delivers too little

Quality
– Gross lapses in quality of care
– Major health disparities
– Lack of transparency
Our Medical Systems Are Best Suited to Diseases of the Past Not Those of the Present or Future
Reasons for Increased Cost of Health Care

- Increasing number of elderly – living longer
- Greater burden of chronic disease
- More medications used
- Improved technology
- Higher rates of hospitalizations
- Increased use of nursing facilities
- ADL need for 40% for >age 85
Healthcare System presently is: physician-centered, not patient-centered
# Healthcare Workforce

The largest healthcare workforce is patients.

<table>
<thead>
<tr>
<th>In 2000 we have:</th>
<th>In 2020 will need:</th>
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<tr>
<td>782,000 Physicians</td>
<td>&gt; 1 Million Physicians</td>
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<tr>
<td>2 Million RNs</td>
<td>2.8 M RNs</td>
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<tr>
<td>600,000 LPNs</td>
<td>0.9 M LPNs</td>
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<tr>
<td>1.5 M Nurse’s Aids</td>
<td>2.3 M Nurse’s Aids</td>
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30 Safe Practices for Better Health Care

Agency for Healthcare Research & Quality and the National Healthcare Forum have developed “30 Safe Practices for Better Health Care”
Recommendations for the New Healthcare System

- Healthy people in healthy communities
- Healthcare system that is accessible, available and affordable
- Prevention-focused, purpose-driven and solution-oriented
- Individual responsibility and involved in care
- Healthcare professionals who are patient-centered
What Does the Health System Reform Mean to You?

- 32 M uninsured Americans will gain access to health ins.
- Insurers cannot deny patients based on pre-existing conditions.
- No lifetime caps on coverage or threats of cancellation.
- Children permitted to remain on parents’ policies until age 26.
- Competition will be introduced into the ins. marketplace.
- Health insurance exchanges & co-ops created for pooling of coverage for individuals & small businesses.
- Tax credits to small businesses for purchase of health ins.
- High-risk insurance pools will be created.
- Subsidies to help low-income individ. & families purchase ins.
What Does the Health System Reform Mean to You?

- Ins. Claims processing standardized & streamlined, lowering Dr.’s costs and improving practice revenue cycles.
- Medicare Part D donut hole will be closed.
- Clinical comparative effectiveness research will be promoted, but cannot be used to dictate treatment decisions or coverage.
- Prevention and wellness initiatives will be promoted.
- Funding is provided to test medical liability reforms, such as health courts and disclosure laws.
- And, primary care payment for Medicaid must be the same as it is for Medicare, with the federal government covering that cost for the first 4 years.
Health Literacy: Making Your Doctor’s Visits More Meaningful

- Take a trusted person with you.
- Ask questions if you don’t understand something.
- Bring all your medications with you.
- Write down question and concerns before you go.
- Ask your doctor to write down information and instructions discussed.
- Make sure to tell your doctors if you vision and hearing problems.
8 Tests to Save Your Life

- Height, weight – BMI
- BP
- Mammogram
- PAP or PSA
- Lipid profile
- Hgb A₁C, HIV
- ECHO, EKG
- Colonoscopy
7 Characteristics of Healthy People

- Eat breakfast - 3 meals & 3 snacks
- High fiber, low saturated fat diet
- Exercise 20-30 minutes
- 7 - 8 hours sleep
- Don’t smoke
- Drink only in moderation
- Practice safe sex
Vision for the 21rst Century

Healthy People in Healthy Communities

Design & develop a consumer responsive healthcare system for all ages.

Healthcare system that is available, affordable, accessible

Patient-centered, prevention-focused, purpose-driven, solution-oriented

Fosters individual responsibility, human dignity; improves health status and enhances quality of life
Strategies

- Educational strategies
- Access strategies
- Prevention strategies
- Intervention strategies
- Strategies of compassion
- Research strategies
- Political strategies
- Leadership strategies

5 C’s of Leadership — Clarity of vision, Consistency, Competency, Commitment, Control
Role of Healthcare Providers: Advocacy

Listen, Learn and Lead

A – Aware, Advocacy,
D – Delivery of Health Care, Diversity
V – Value, Voice and Vision
O – Outcome measures, Open doors
C – Competent, 5 Cs of leadership Clarity of vision, Competent, Consistent, Commitment & Control
A – Action Plan
C – Check list – patient safety
Y - You are your own best advocate!
THE END
Vision for the Future

- Increase public awareness of early effective diagnosis and Rx
- Ensure supply of health services & providers.
  - Parity in the way we provide services
  - Community-based approaches
  - Culturally-competent, patient-centered physicians
  - Facilitate entry into Rx early
  - Reduce financial barriers to Rx
- Tailor Rx to age, gender, race and culture
Health of Older African Americans

- Greater morbidity & mortality at every point in lifespan
- Heart disease & cancer leading causes of death
- HTN affects 1 of 3 A-A, 60% greater risk for death & disability from stroke & CAD
- CVD is 80% higher for AA women
- Cancer incidence rates 10% higher
- IMR 2.5 times higher
- LER is lower
- Women 2X greater risk of dying HCVD
- Cancer mortality is 20-40% higher
Obesity – An Epidemic

- Overweight and obesity has reached epidemic proportions in the United States, as well as worldwide. (3)

- Roughly 31% of American adults meet the criterion for obesity - about 59 M American adults.

- More than 67% of the US adult population have a BMI $\geq 25$ kg/$m^2$ putting them in the overweight category. (4)

- In an effort to increase public awareness of the epidemic proportion of obesity, the Surgeon General has issued a call to action to prevent and treat overweight and obesity and their associated health complications. (5)


Old Ibo Saying

Not to know is bad.
Not to want to know is worse.
Not to hope is unthinkable.
But not to care is absolutely unforgivable.
Recommendations for Improving the Healthcare System

- Equitable care for all
- Universal health insurance:
  - W/o pre-existing conditions, caps
  - Parity for physical & mental conditions
  - Gender equity
  - W/o high deductibles and co-pays
  - Promote a diverse workforce
- Provide long-term care for disabled & elderly
- Data collection
- Health information technology (HIT)
- Electronic medical records
Population Data

In 2012:

- World population – Appr. 7 Billion
- US population 311 M
  - Children 74 M
  - Seniors 40 M
  - Hispanics 50 M
  - African Americans >40 M
  - Prison 2.3 M

(http://www.census.gov/population/www/popclockus.html on Sept 13, 2011)
Ethnic Diversity of the US Population

- European American: 63%
- African American: 13.5%
- Hispanic: 15%
- Asian/Pacific Is.: 5%
- Native American: <1%
- More than 1 race: 2.4%

US Dept of State Mar 30, 2009 and Human Mortality Data Base, 2010
Carrying extra body weight and body fat go hand and hand with the development of type 2 diabetes.

- People who are overweight are at much greater risk of developing type 2 diabetes than normal weight individuals.
- Almost 90% of people with type 2 diabetes are overweight.
- The number of diabetes cases among American adults jumped by a third during the 1990s, and more increases are expected.
- This rapid increase in diabetes is due to the growing prevalence of obesity and extra weight in the United States population.

Prevalence of Mental Health Disorders

- 50% of all lifetime mental disorders begin by age 14.\(^1\)
- 75% begin by age 24.\(^1\)
- In 2004, almost \(\frac{1}{4}\) of all stays in US community hospitals for patients age \(\geq 18\) (7.6 M of nearly 32 M stays) were for mental disorders:
  - Depression
  - Bipolar disorder
  - Schizophrenia
  - Substance abuse related disorders

Barriers to Access of Mental Health Care

Provider/System Barriers
- Stigma/discrimination
- Cost/lack of health insurance or underinsured
- Clinician bias
- Lack of continuity of system

Patient Barriers
- Lack of information of where, how, when to seek help
- Inability to navigate system
- Lack of awareness of disorder
- Help-seeking behavior
- Mistrust/fear
Barriers to Reducing Disparities in Health Care

- **Cost/lack of health insurance/underinsured**
  - Adults ages 19 – 29 are among the largest and fastest growing segment of the populations without health insurance in the US. ¹
  - Uninsured individuals are:
    - about 6X as likely to lack a source of care
    - 4X as likely to be w/o a usual source of care for financial reasons.²

- **Young people of color are disproportionately uninsured.²**

Cultural Contexts in Health Care

Healthcare System

- Accessibility & Location of Facilities
- Workforce Diversity
- Institutional Reputation within the Community (bias, discrimination, racism; community asset & advocate)

- History of Providing Care to Ethnic Populations
- Culturally & Linguistically Competent Workforce
- Health Disparities Research Portfolio
- Community Partnerships & Advocacy
- Accepted Insurance Plans (eg, Medicaid)

Dr. Robert Like, Depression Diagnosis and Treatment
What We Need to Do

- Continue to build a scientific base
- Overcome stigma
- Improve public awareness of effective treatment
- Ensure supply of mental health services and providers
- Ensure delivery of state of the art treatments
- Tailor treatment to age, gender, race and culture
- Facilitate entry into treatment
- Reduce financial barriers to treatment
Strategies

- Educational strategies
- Access strategies
- Prevention strategies
- Intervention strategies
- Strategies of compassion
- Research strategies
- Political strategies
- Leadership strategies
Recommendations

- Universal health insurance
- Promote a diverse workforce
- Deliver patient-centered care
- Data collection
- Equitable care for all
What Is the Role of Transformational Leaders of the 21st Century?

- L - Learn, listen and lead
- E - Educate
- A - Aware, advocacy and action plan
- D - Determined boldness
- E - Empowerment
- R - Reach out, responsible, risk
- S - Successful
THE END
The Cultural Competence Continuum

Positive

Cultural Proficiency
Cultural Competence
Cultural Pre-competence

Negative

Cultural Blindness
Cultural Incapacity
Cultural Destructiveness

Dr. Robert Like, Cultural Diversity and Health Care
Disparities in Quality of Health Care

- **Problems related to provider**
  - language, cultural differences, religious, mistrust of Western medicine, familial & hierarchical roles

- **Problems related to the system**
  - location, time blocks, appropriateness of material

- **Problems related to the patient**
  - education, socioeconomic status, cultural competency
Myths

- Pregnancy prevention is primarily women’s responsibility
- Sexual pleasure is irrelevant to women
- Gender neutral, “Right to Sexual Pleasure”
- Pleasure-seeking behavior
- Condom use and innovations
- Campaigns on lengthening pleasure
- Pleasure in relation to gender and power
- Role of pleasure seeking on reproductive & sexual health
Major Determinants of Health

- Social and behavioral factors: 50%
- Environment: 20%
- Genetics: 20%
- Access to care: 10%
Distressing Trends in Teen Pregnancy Rates

Teen pregnancy rates declined among all racial and ethnic groups between 1990 and 2005, but then reversed in 2006.

Source: Guttmacher Institute, 2010.
America’s Health Check-up

- >311 million population
- >39 million > 65 yrs
- 51 million without health insurance
- 67% overweight or obese
- 8% Diabetes Mellitus
- 27% high BP
- 40% little exercise
- 83% do not eat 5 fruits and vegetables/day
Sexual & Reproductive Health of Persons Aged 10-24 Years

- Many young person engage in sexual risk behaviors & experience negative outcomes.
- 745,000 pregnancies in females <20 yrs. Of age
- 22,000 adolescents living with HIV/AIDS
- >19 M living with STIs, \( \frac{1}{2} < 24 \) yrs. of age.
- Risk increases with age.
- In ages, 10-14 years
  - 16,000 pregnancies
  - 18,000 STIs
  - 27,000 sexual assaults
Burden of Disease

Sexual and reproductive health problems account for:

- 18% of the total global burden of disease
- 32% of the burden among women of reproductive age.
Some Statistics

- In the US, mental disorders account for 15% of the overall burden of disease from all causes, higher than cancer.
- Mental health and mental illness affect more than 1/5 of all Americans.
- Treatment is available for many of these disorders.
Sexual & Reproductive Health of Persons Aged 10-24 Yrs., Cont.

- Chlamydia, Gonorrhea & Syphilis are highest in southern states and in AA.
- Birth rate for teens declined from 1991-2005, but increase past 2 years.
- HIV/AIDS in young males aged 15-19 doubled in past 10 years.
- Noticeable disparities exist
  - Pregnancy rate for AA is 2.4 times higher
  - HIV/AIDS rate for AA is 4.96/100,000 vs. 2.5/100,000 for European Americans
America Is Not a Sexually Health Nation as Manifested by:

- More than 1B acts of unprotected sex among single adults
- 65 M live with an incurable STI.
- 19 M STIs, $\frac{1}{2} < 24$ yrs.
- >745,000 unintended teen pregnancies
- 6 M pregnancies, 3.9 M births, 1.3 M abortions
- >1.1M living with HIV
- > 56,000 new cases of HIV diagnosed ea. yr.

Despite proven effectiveness of latex condoms & microbicides, single, sexually active Americans ages 18-54 use them only about 25% of the time.
Fertility increase vs. Contraception
Distribution of National Health Expenditures by Type of Service, 2007

- Hospital Care: 31.1%
- Physician/Clinical Services: 21.4%
- Other Health Spending: 16.2%
- Other Personal Health Care: 13%
- Home Health Care: 2.6%
- Nursing Home Care: 5.9%
- Prescription Drugs: 10.1%

Kaiser Family Foundation using data from Centers for Medicare and Medicaid Services. In Center for Health Value Innovation Leveraging Health
WHO Analysis of the World’s Health Systems

Criterion for Analysis
- Overall level of population health
- Health disparities within a population
- Health system’s responsiveness to needs of the population
- Distribution of responsiveness (Rich v. Poor/ Goodness v. Fairness)
- Distribution of financial burden. (Who pays?)

Ranking of the US
- # 1 in spending 17.9 percent of its gross domestic product
- # 37 out of 151 countries according to its performance
- # 54 in its fairness (WHO, 2000)
- # 72 in its performance on health level
“Here Are 2 Truisms”

- Rich countries have better health than poor countries, and

- Medical care improves health.

Marmot and Bell, JAMA Vol. 301, No. 11, Mar 18, 2009
Projection of Future Healthcare Spending
(Healthcare expenditures as a share of GDP)
To Achieve Universal Coverage:

- Medicare for all
- Medicaid
- Subsidies
- Exchanges
- Mandatory
Children in the US

- 74 million children live in the United States:
- 1.3% are American Indian/Alaska Native, non-Hispanic
- Almost 2 million are two or more races, non-Hispanic
- 4.4% are Asian/Pacific Islander, non-Hispanic
- 15.2% are Black, non-Hispanic
- 21.8% are Hispanic
- 56.2% are White, non-Hispanic

Source: Children’s Defense Fund Compiled Nov. 2008
How America Ranks Among Industrialized Countries in Investing in and Protecting Children

- 1st in gross domestic product
- 1st in number of billionaires
- 1st in number of persons incarcerated
- 1st in health expenditures
- 1st in military technology
- 1st in defense expenditures
- 1st in military weapons exports
- 21st in 15-year-olds’ science scores
- 21st in low birth weight rates
- 25th in 15-year-olds math scores
- 28th in infant mortality rates
- Last in relative child poverty
- Last in the gap between the rich and the poor
- Last in adolescent birth rates (ages 15-19)
- Last in protecting our children against gun violence

Children’s Defense Fund
If we compare just black child well-being in America to child well-being in other nations, according to UNICEF:

- 66 nations have lower infant mortality rates including Sri Lanka.
- Over 100 nations have a lower incidence of low birth weight, including Algeria, Botswana and Panama.
- Black women in the US are more likely to die from complications of pregnancy or childbirth than women in Uzbekistan.