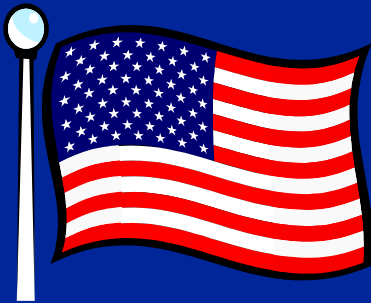


# WASHINGTON AND HEALTHCARE REFORM



*A PRESCRIPTION FOR SUCCESS*

PATIENT AND FAMILY CENTERED CARE

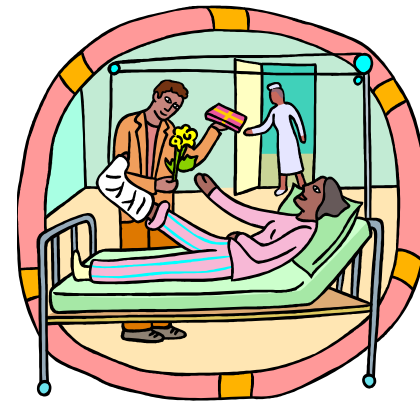


By: Karen D. Meyers,  
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Health Watch USA, Conference November 1, 2013

# PATIENT AND FAMILY CENTERED CARE

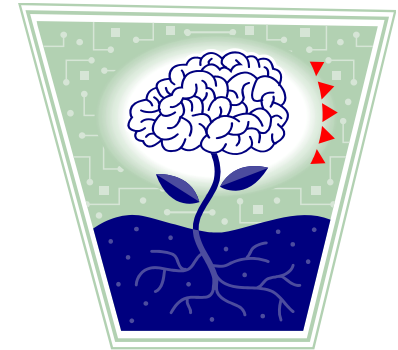
- Guiding Values
  - Dignity and Respect
  - Information Sharing
  - Participation
  - Collaboration



# THE STORIES-WHY IS PATIENT AND FAMILY CENTERED CARE IMPORTANT?



- The Hand
- The Change in Mental Status
- The Procedure
- The Prescription
- The Lack of Progress
- The Lack of Satisfaction
- The Power of Collaboration



**Shared Knowledge is amazing...Lack of it can be devastating...**

# IS THERE A FREE LUNCH FOR HEALTHCARE?



- Is there such a thing as a free lunch?

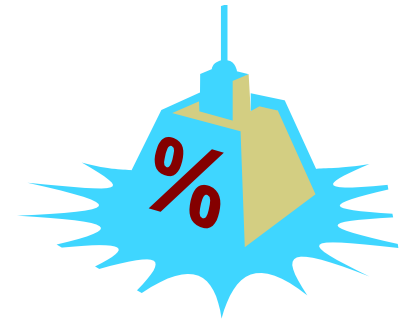
- **Healthcare Heroes**

- Team Effort – It Takes a Village
    - Expectation Management
    - Process Savvy
    - Continuity of Care
    - Documentation
    - Access – Electronic Records
    - The Home Health Care of the Future – The Patient and Family



# WHO ARE THE STAKEHOLDERS?

- Facilities
- Medical Professionals
- Manufacturers
- Pharmaceuticals
- Scientists
- Consultants
- Agencies
- Equipment Providers
- Insurance Companies
- Governments
- Patients
- Families
- Etc., Etc.



# POLICY CHALLENGES



- Dilemmas of Healthcare Policy
  - Cost
  - Economy
  - Tradition
  - Practice
  - Demographics
  - Tort Law and Litigation
  - Washington Challenges

# CLIMBING HEALTHCARE'S EVEREST



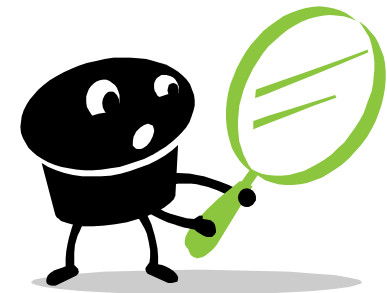
- Medical Costs

- Medical Costs were estimated to have been 17.9% of GDP in 2012.
- The HI Trust Fund (Medicare Programs) is predicted to pay out more in hospital benefits and other expenditures than it receives in income in all future years – Bridging the Gap may come from:
  - Potential Increase in Premiums
  - Savings from Quality and Outcome Improvements

# THE CHALLENGE OF THE QUEST FOR A SOLUTION



- Communication
  - Values
  - Politics
  - Bias
  - Positional Behavior
  - Demographics
  - Washington Debacle





# THE CHALLENGES OF COST

- Advanced Technology (AT)
- Improved Ability to Address Injury and Illness  
(  $A^2 I^2$  )
- Aging Population (AP)
- Increased Longevity (IL)
- Cost ( C )
  - Education
  - Operations

$$(AT + A^2 I^2) * AP * IL = C$$

*Rescue Efforts  
Needed*





# THE AFFORDABLE CARE ACT

- Addresses from a Personal Perspective
  - Coverage for Pre-Existing Conditions in Various Time Frames (Caveat certain wait periods)
  - Mandated Coverage – (Constitutional issues pending)
  - Family Coverage for Young Adults
  - State Responsibility and Options
  - Among Other Items

# THE INVOLVED GOALS OF GOVERNMENT

- Quality
- Utilization
- Accountability
- Cost Control
- Knowledge
- Partnership for Patients



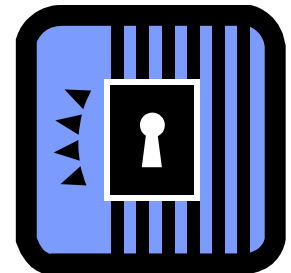


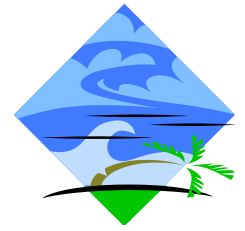
# PAY FOR PERFORMANCE

- Medicare and the US Government are instituting pay for performance and payment denial systems to meet certain objectives
  - ACO (Accountable Care Organization)
  - Source: HHS
  - No Pay Policies e.g.,
    - Hospital Acquired Infections
    - Readmissions within 30 Days

# CAVEAT ASSUMPTIONS AND STUDIES - Where is the Key?

- Healthcare is a zero sum game
- Bias can be framed into any study – Objectivity is key
- Pro-activity vs. Reactivity will better improve outcomes
- Quality Measures are indeed and important *(Note: Important to Watch the CMS Programs)*





# THE HURRICANE IN HEALTHCARE

- Washington sees inefficiencies in the system and applies effort to correct them
  - The supply debacle
  - The non collaboration of specialists debacle
  - Hospital acquired infections
- Logic says planning and self correction (preservation) is better than externally mandated correction – complex regulation costs money
- If you are in the eye of the storm what do you do?



# Patient and Family Solution

- Basic Facts

- Reimbursements will be reduced on select procedures, visits
- Quality in Volume will become critical for reimbursement
- Families will have less capital and more time
- Who knows more about the patient?
- Who can help more if properly questioned and trained?



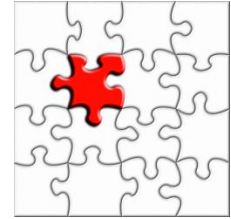
# Barriers

- Territories
  - My patient
  - My procedure
  - My room
  - My treatment plan
  - My case
  - My choice



***Patients are people  
with families and  
brains!!***





# BARRIERS CONTINUED

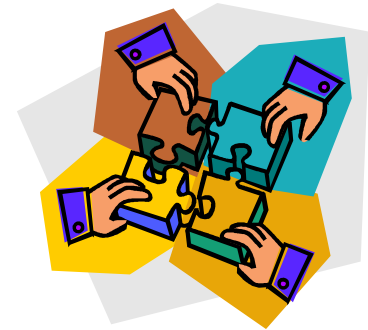
- Tradition
  - This is the way we always have done it
  - Doctor is God
  - Patient does not need to know
  - Family should be provided limited information
  - Nurses serve-not idea generator-subordinate position (See [www.nytimes.com/2011/05/15/opinion/l15nurse.html](http://www.nytimes.com/2011/05/15/opinion/l15nurse.html))
  - A team of one

# THE PATIENT AND FAMILY AS THE GESTALT OF MEDICINE

- Gestalt (*observing the whole person*)
  - Observer
  - Historical Reference – Pre-morbidity Function
  - Change
    - Psychological
    - Physical
  - Care Impact
    - Outcome
    - Cost Containment
    - Peace of Mind

# The Patient and Family - Tools

- **I**nput Model
- **C**ommunication Model
- **U**tilization Model
- **C**onflict Resolution Model
- **A**scertain Model
- **R**espect Model
- **E**ngagement Model
- **D**elegation Model



# Respect is Key

- Care Model
- Monitoring Model
- Support Model



# THE HOME HEALTH AGENCY OF THE FUTURE



- The Patient
- The Family
  - Remember Family is often more than Blood Relatives
- The Support System



# What is a Paradigm?



- It is something that causes not to see solutions....a puzzle....a victim of selective perception
  - We have always done it this way.....so we must do it this way...
  - Fleming and Penicillin
    - How can dead bugs make us well?
    - We sure know the answer today thanks to Dr. Fleming.....

# LISTEN, LEARN, CONTRIBUTE



- Change is Inevitable and Happening Every Day---Paradigms must be challenged
- Village Solutions are Needed
- We Can Choose to Win or Choose to Fail
- Partnering is Possible
- Washington Will Be Forced to Dictate Unless We Use Our Heads and Our Voices
- Believe, Listen, Learn and Contribute



# Yes We Can



- Overcome The Risks
  - Fractionalization
  - Failure
- Climb The Healthcare Everest Together with Washington
  - Let's not say someday... “We have met the Enemy and it is Us” !!!





# THANK YOU



- The Healthcare Solution Highway™ lives in all of us and our facilities...
- ...and the facilities and providers we access
- Be a Healthcare Hero

