



# Vision 2020 or 2020 Vision?

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TRANSFORMING HEALTH CARE THROUGH RESEARCH AND EDUCATION



## Today's Healthcare System



## Healthcare System of the Future

### 1. Decidedly Customized

- Services Segmented to Different Populations
- Delivery in Multiple Ways
- Addressing cultural and language needs (540 ethnic categories, 600 languages)
- Electronic health records



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## Healthcare System of the Future

### 2. Complete Transparency

- Free flow of information
- Secure, private and easily available
- Meaningful, understandable information at point of decision/care



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### HOW ARE CLINICS SCORED?

Clinics are given a D5 score by [MN Community Measurement](#) based on the percentage of their patients achieving the D5.

The following data is based on patients with Type 1 or Type 2 diabetes, aged 18-75, who were treated in participating Minnesota or neighboring clinics. Only patients who met all of the following 5 goals are counted toward a clinic's D5 score:

- 1) Control blood pressure less than 130/80
- 2) Lower LDL or "bad" cholesterol to less than 100 mg/dl
- 3) Maintain blood sugar so that A1c level is less than 7%
- 4) Don't smoke
- 5) Take an aspirin daily, for those ages 40 and older



### VIEW & COMPARE D5 scores for area clinics

printer friendly >>

Search by Name:  City:  County:

#### WHAT DO THESE NUMBERS MEAN?

**19%:** The average percentage of patients who achieved the D5 among all clinics reported

Percentage of a clinic's patients who achieved the D5 (all five goals)

Number of a clinic's patients who achieved the D5 (all five goals)



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### Dr. Jeffrey Ian Greenstein - Philadelphia, PA Doctor Ratings

Ads by Google

**Do You Have Parkinson's?**  
See how everyone else is treating their PD. Add your regimen free!  
[www.patientlikeme.com](http://www.patientlikeme.com)

**New Parkinson's Research**  
Assisted Fast Bicycling  
Exercise is Proving to  
Reduce PD Symptoms

## YOUR DOCTOR

### Dr. Jeffrey Ian Greenstein

Philadelphia, PA  
Gender: M  
Specialty: **Neurology**  
Webpage:

Hospital:    
Answers Email:  
Online Appt. Scheduling:  
Accepting New **Patients**:  
Phone Number:



# Ratings: 4  
Average Punctuality: 4.5  
Average Helpfulness: 4.0  
Average Knowledge: 4.0  
Overall Quality: 4.0  
Range: 1-5 (5 is best)

#### RATE THIS DOCTOR

The following ratings and comments have not been substantiated by RateMDs.com.

Date	STAFF	PUNCTUAL	HELPFUL	KNOWLEDGE	Comments
4/1/09	4	4	1	1	Dr. Greenstein was not helpful to me. He didn't spend very much time with me and told me my <a href="#">symptoms</a> were caused by anxiety. I was later diagnosed with <a href="#">Parkinson's Disease</a> by another doctor. <b>Insurance:</b> Aetna Please login on the left to <b>respond to this rating.</b>
6/16/08	5	5	5	5	Absolutely incredible. He had read my entire medical file prior to my first visit. He is amazingly thorough and really takes the time to listen. He never seems bothered by any question. He even gave me a bunch of research articles about my particular problems (I'm a nurse, so I can understand <a href="#">medical research</a> ). He is amazing. <b>Insurance:</b> Blue Cross / Blue Shield Please login on the left to <b>respond to this rating.</b>
4/19/07	5	5	5	5	Dr. Greenstein is the best and most committed <a href="#">doctor</a> I have ever known. He is absolutely dedicated to all of his patients and research of <a href="#">multiple sclerosis</a> . If you have been diagnosed with MS or are affected by someone who has, you really should schedule an appointment with him. <b>Insurance:</b> Blue Cross / Blue Shield Please login on the left to <b>respond to this rating.</b>



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## Healthcare System of the Future

### 3. Open Access 2.0

- Many ways to be seen – face to face, email, desktop video, at home
- Care anywhere, anytime
- No waits and delays
- 24/7 open hours
- Demand and supply equilibrium



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## Healthcare System of the Future

### 4. “The World is Flat”

- Globalization of healthcare
- Medical Tourism
- Expansive supply chain
- Greater global demand



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# Healthcare System of the Future

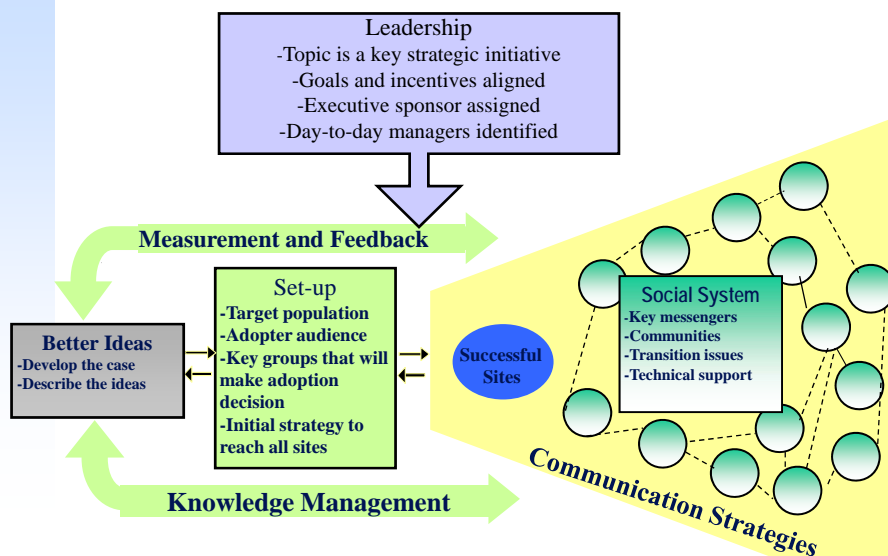
## 5. Extreme Scalability

- Patient-Clinician
- Patient-Medical Team
- Built from micro system improvement
- Multiple encounters, multiple providers
- Knowledge builds as scale increases



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## A Framework for Spread



© Institute for Healthcare Improvement

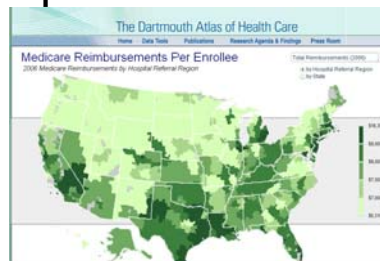


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# Healthcare System of the Future

## 6. High Reliability

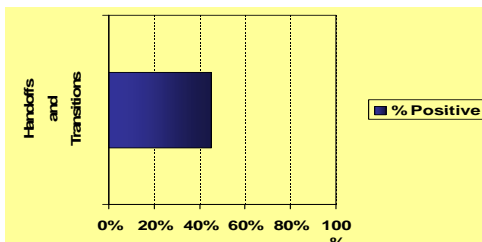
- Care and Services processes operate at next level of defect free performance
- Best practice is default practice
- Chronic care is “in” again
- Variation addressed



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## Coordination of Care

### AHRQ Hospital Survey on Patient Safety Culture



n=600 hospitals,  
>100,000 respondents

- Things fall between the cracks when transferring patients from one unit to another
- Important patient care information is often lost during shift changes
- Problems often occur in the exchange of information across hospital units
- Shift changes are problematic for patients in this hospital

<http://www.ahrq.gov/qual/hospsurveydb/>

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## Healthcare System of the Future

### 7. Patient Centered

- Patient and family involved
- Personal health records
- Shared decision making

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## Healthcare System of the Future

1. Decidedly Customized
2. Complete Transparency
3. Open Access 2.0



4. The World is Flat
5. Extreme Scalability
6. High Reliability
7. Patient Centered

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## Healthcare System of the Future

1. Ubiquitous
2. Distributed
3. Responsive



4. Expansive
5. Flexible
6. Resilient
7. Systems

## What we Need to get There

- New leadership and culture paradigms
- Sophisticated technology adoption
- Better and more information
- More Integration/Collaboration across all areas – providers, organizations, systems, technologies, locations, networks, families
- Implementation science research – “how to do it”
- Learn and Apply at a faster pace