



Systematic Access to Data is the Essential Foundation for Health Care Reform

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**Health care costs continue
to explode.**

Employers cannot afford
the premium increases --
Government health care
programs are facing a
major budget crisis - -
eligibility, cutbacks.

Something has to give.

What Are the Options?

1. Cost shifts to patients
2. Cutbacks in coverage and in covered lives
3. Governmental intervention
4. Smarter, more efficient care

Why Are Costs Going Up?

1. Aging population
2. Obese, inert population
3. Health care worker shortage
4. New drugs, new technology, new treatments
5. Massive inefficiency, redundancy, lack of focus

Health care quality is
inconsistent, often
idiosyncratic, and
too often dangerous.

135 Doctors

1 Patient

82 Treatments

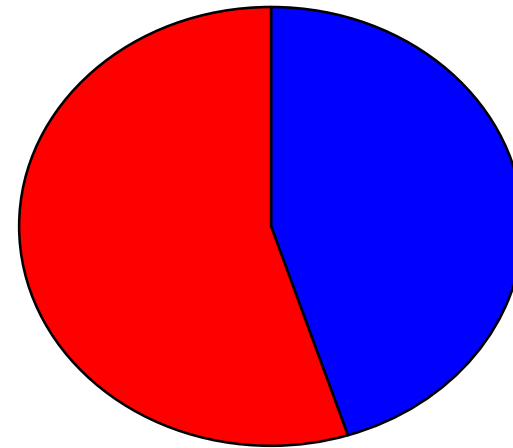
Imagine This Headline:

***“400 Americans Are Killed
Each Day by Unsafe
Restaurant Food”***

Imagine This Response:

*“Restaurant Industry Promises
Some Review of Incomplete Data
and Possible Future Response –
Says Most Americans Eat Well
and are Not Damaged by
Restaurant Food.”*

More Than One
Half of America's
diabetics receive
inadequate care.

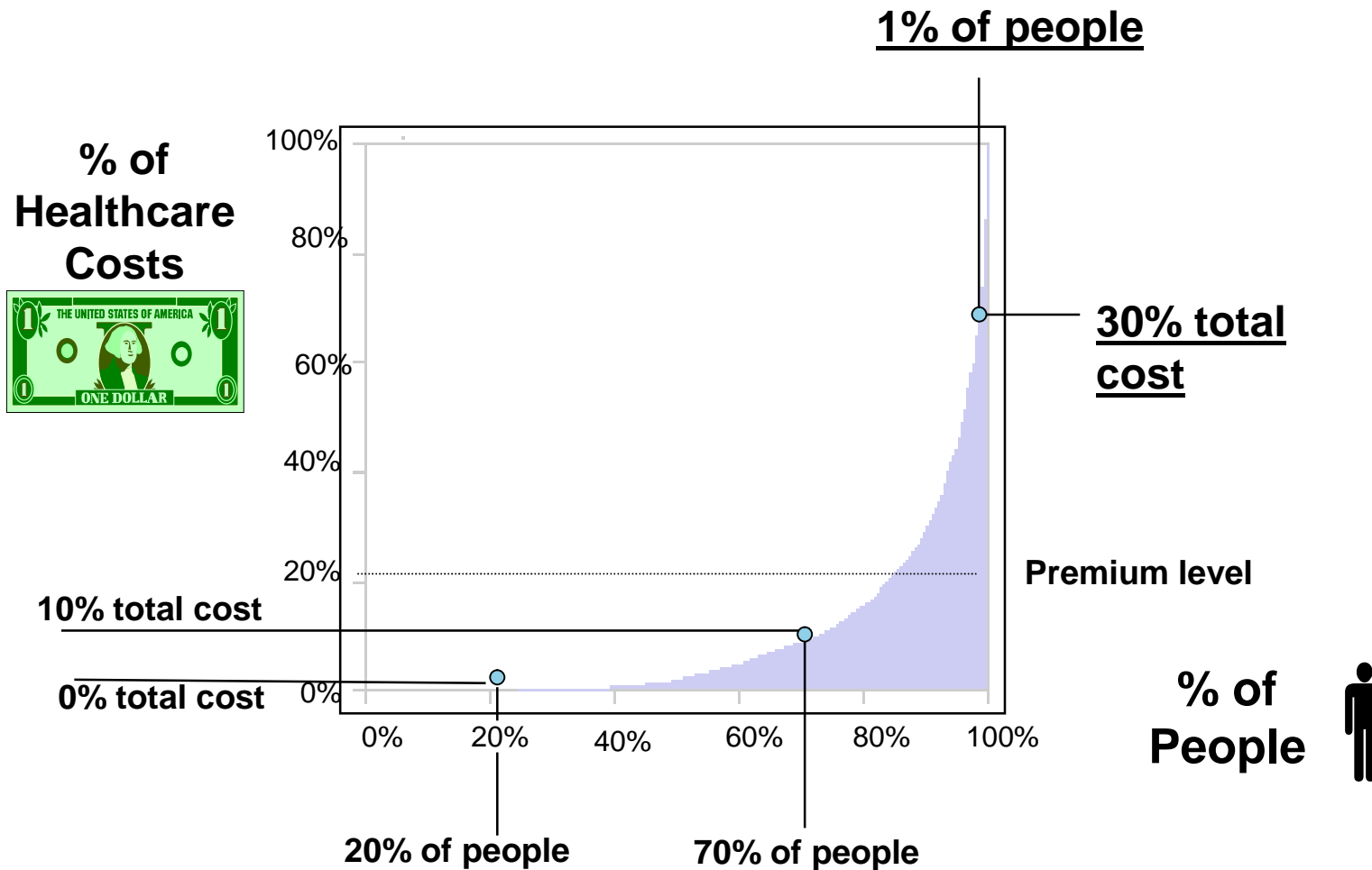


- Adequate care
- Inadequate care

(Asthmatics, heart patients and other chronic care patients have similar levels of problematic care).

Who is using
health care dollars?

Cost Distribution of Care



So What Opportunities Does That Data Point to?

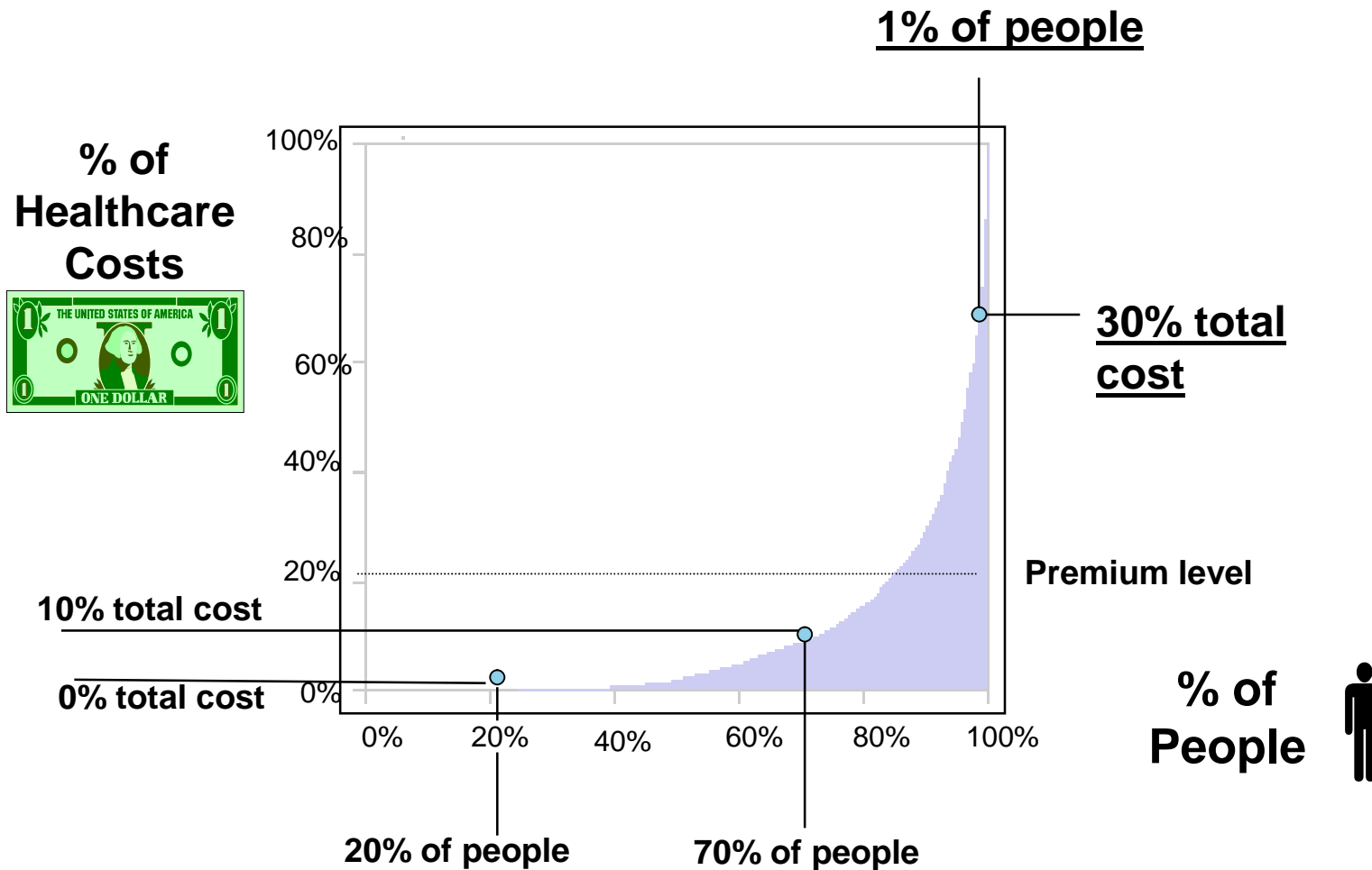
1. Systematic, high-leverage interventions
2. Systematic best care

Some people say, “Patients need skin in the game.”

Does shifting costs to consumers create better care?

Or lower overall costs?

Cost Distribution of Care



So what is possible?

- CQI
- Systematic Quality Improvement
- Six Sigma applied to health care

- ✓ Six Sigma - - less than four errors per million
- ✓ Health Care Gold Standard
- - 90% compliance rate - -
100,000 errors per million

How do other industries
achieve Six Sigma?

**Systematically... not just
by working harder.**

**GE - - Master of Six Sigma - -
Uses a four step process:**

Four MAIC Steps:

1. Measure
2. Analyze
3. Improve
4. Control

What is step one?

Data.

What does health care lack?

Data.

GE could not do Six Sigma
without data.

Health care needs data - -
superior, available,
consistent, comprehensive
data.

The only possible source of that data is the computer.

The gold standard for health care data now is the medical record.

Paper Medical Record:

- ✓ Unavailable
- ✓ Incomplete
- ✓ Often illegible
- ✓ Non-interactive
- ✓ Obsolete – an anachronism

What is needed is
computerized physician
support tools - - an
electronic medical record
with care support
capabilities.

There is no other way to
achieve anything resembling
Six Sigma in health care.

- 20,000 medical journals
- Five years for 50% uptake
- No sense of accountability or actual outcomes

What can result from an
AMR?

Massive administrative
cost savings.

Far better health care
research.

(Vioxx)

What happens when care
is systematically
supported?

Kaiser Permanente Pilots:

- Ohio drop in heart-related deaths (30%)
- Southern CA drop in kidney failure (31%)
- Colorado drop in bleeding complications (79%)

Massive improvements in care are possible, but they need systematic support.

**It's time to wire U.S.
health care.**

Infrastructure Investment Successes

- GI Bill
- Federal-Aid Highway Act
(Interstate Highways)
- Rural Electrification
Administration
- Hill-Burton

Diabetics spend 25% of Medicare dollars - - A 10% improvement in care would allow for a 2.5 % allocation to a Hill Burton for health data support.

Let's have a new national agenda - - giving ourselves a chance to fix care - - not ration it.

Think systems... let's
know exactly what is
happening in health care
and let's systematically
improve health care
performance.

Computerized data is the obvious next step in health care reform.