

Health care delivery in Montana: Can consumer-centrism move us closer to the ideal?

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What the heck is consumer centric care? What problem is it supposed to solve?

Attitudes about Doctors, by Country.*				
Country	All Things Considered, Doctors in Your Country Can Be Trusted (Strongly Agree or Agree)		Satisfaction with the Treatment You Received When You Last Visited a Doctor (Completely or Very Satisfied)	
	rank	% (95% CI)	rank	% (95% CI)
Switzerland	1	83 (81–85)	1	64 (61–67)
Denmark	2	79 (77–81)	2	61 (59–64)
Netherlands	3	78 (75–80)	11	47 (44–50)
Britain	4	76 (73–79)	7	51 (48–55)
Finland	5	75 (73–78)	9	49 (46–52)
France	5	75 (73–77)	18	38 (36–40)
Turkey	5	75 (73–77)	15	41 (38–43)
Belgium	8	74 (73–76)	5	54 (52–56)
Sweden	8	74 (71–76)	10	48 (45–51)
Australia	10	73 (71–76)	4	55 (52–58)
Czech Republic	10	73 (71–75)	16	39 (36–41)
Norway	12	72 (70–74)	5	54 (51–56)
Taiwan	12	72 (70–74)	27	17 (15–18)
Slovenia	14	70 (68–73)	14	44 (41–47)
South Africa	14	70 (68–72)	7	51 (49–54)

Portugal	16	69 (66–72)	23	26 (23–29)
Philippines	17	68 (65–71)	16	39 (36–42)
Israel	18	67 (64–70)	12	46 (43–49)
Germany	19	66 (64–68)	12	46 (44–48)
Slovakia	20	62 (59–66)	22	28 (24–31)
South Korea	20	62 (60–65)	24	25 (23–28)
Lithuania	22	61 (58–64)	28	13 (11–15)
Japan	23	60 (57–63)	20	30 (27–33)
Croatia	24	58 (56–61)	19	31 (28–34)
United States	24	58 (55–61)	3	56 (54–59)
Chile	26	56 (52–59)	25	23 (20–26)
Bulgaria	27	46 (43–49)	20	30 (27–33)
Russia	28	45 (42–48)	29	11 (9–13)
Poland	29	43 (40–46)	25	23 (21–26)

* Respondents who answered the satisfaction question “does not apply” were not included in the denominator. Countries are rank-ordered according to the percentage of respondents who said they strongly agreed or agreed that “All things considered, doctors in [your country] can be trusted.” Countries with the same rank were tied on that measure. CI denotes confidence interval. Data are from the International Social Survey Programme, 2011–2013.

Blendon, R. J., Benson, J. M., & Hero, J. O. (2014). Public trust in physicians—US medicine in international perspective. *New England Journal of Medicine*, 371(17), 1570-1572.

What do we want? Holy grail health care?



How does the health care sector produce health?

- (1) Research
- (2) Diagnosis (warning)
- (3) Treatment (prevention)

Impediments to ideal

(1) Ignorance (Knowledge limitations)

- **Diagnosis is hard**
- **What treatment to use?**

(2) Implementation (Adherence/Coordination/Errors)

(3) Access

Barriers to health care access

Barrier Type	Examples
Cost and Coverage	Worry they will have to pay more than they expect or than they can afford.
Information	Worry insurance will not cover care. Do not know what plan covers. Do not know where to go with questions.
Access	Transportation problems Cannot get an appointment as soon as needed. Too busy Could not get away from work or family responsibilities.
Provider-related	Don't like doctors. Bad experience with care. Provider does not communicate well. Cultural or language barriers.

Share of population reporting access issues by age, insurance, and income relative to poverty, pre-Medicaid Expansion (2013-2015)

All of Montana	18-64			
	Uninsured		Insured	
	<200% FPL	200+ FPL	<200% FPL	200+ FPL
Did not see Dr. due to cost	0.42	0.25	0.19	0.05
Does not have a personal physician	0.54	0.52	0.33	0.25
No checkup in last 2 years	0.54	0.47	0.26	0.20
Overlap – total # access issues				
0	0.20	0.21	0.46	0.63
1	0.28	0.40	0.34	0.24
2	0.35	0.33	0.16	0.12
3	0.18	0.06	0.04	0.01

Share of Montana population who report skipping or delaying care due to non-financial barriers, 2014

All of Montana	18-64			
	Uninsured		Insured	
	<200% FPL	200+ FPL	<200% FPL	200+ FPL
Access	0.13	0.10	0.15	0.09
Transportation	0.04	0.01	0.07	0.00
Other	0.11	0.09	0.08	0.05
Total	0.28	0.21	0.30	0.14



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Redditors who are currently sick, according to WebMD what are you dying of? (self.AskReddit)

submitted 4 days ago by AlexPeggy

1820 comments share

[-] PrettyPoltergeist 1746 points 4 days ago

I'm 8 months pregnant. If you put in the symptoms it says I have meningitis. I should probably let my husband know our baby is really just swelling.

permalink

[-] nmonag 451 points 4 days ago

Did... Did you just say being pregnant is a sickness?

permalink parent

[-] Hashtag_reddit 172 points 3 days ago

In nursing school I was having some difficulty memorizing the many physiological changes during pregnancy (changes in blood pressure, heart rate, blood sugar, immune response, etc.). I remember the moment that it all clicked and I thought, "ohh it's a parasite!"

permalink parent

[-] LlamaLlamaPingPong 68 points 3 days ago*

I used to lovingly refer to my baby as "my teeny, tiny, adorable parasite" when I was as pregnant. It pissed my husband off so much. I thought it was hilarious.

permalink parent

load more comments (3 replies)

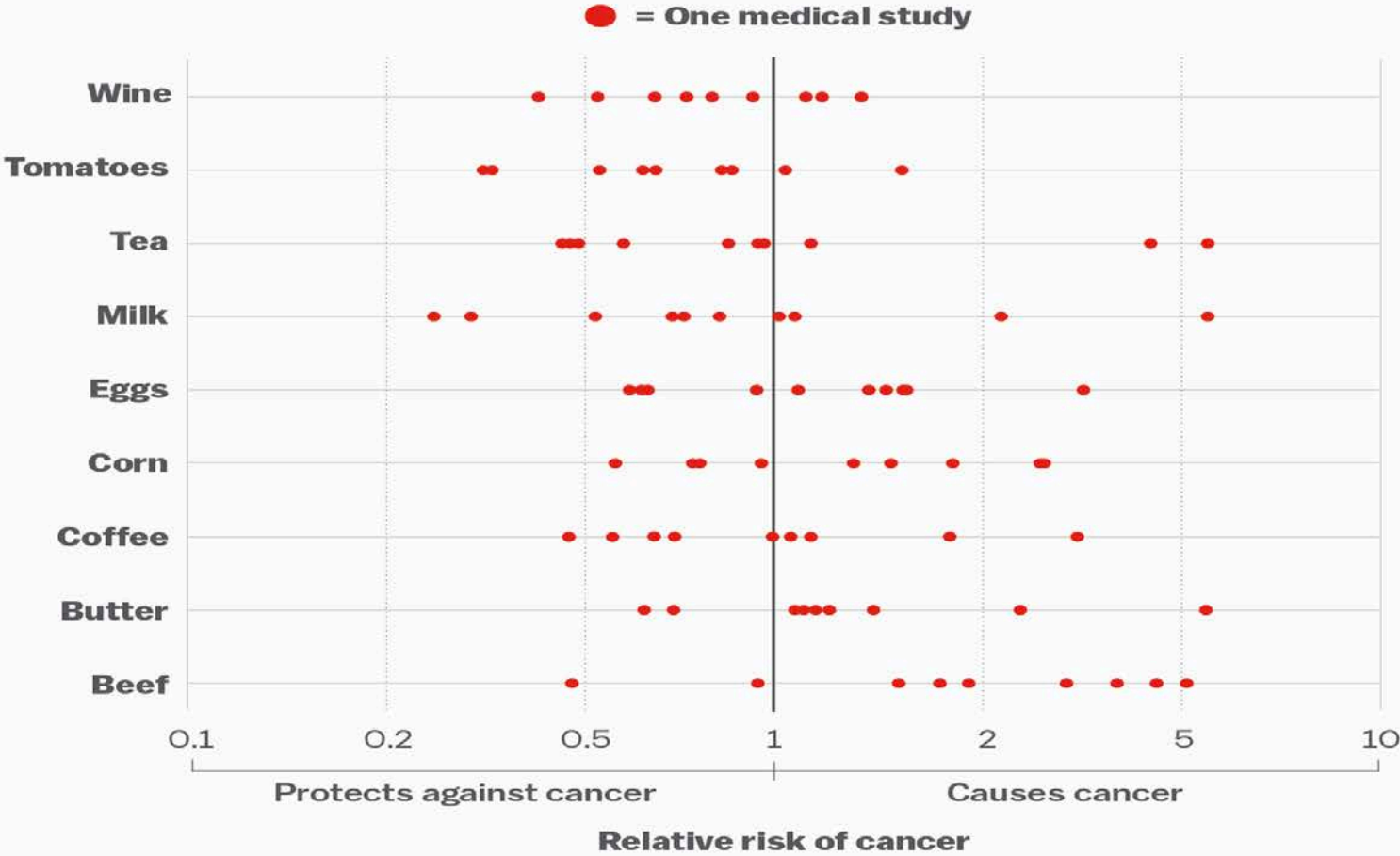
[-] PrettyPoltergeist 247 points 4 days ago

Haha, no, but it is something that often presents as nausea, headache, fatigue, and sudden weight gain.

permalink parent

Research is confusing.

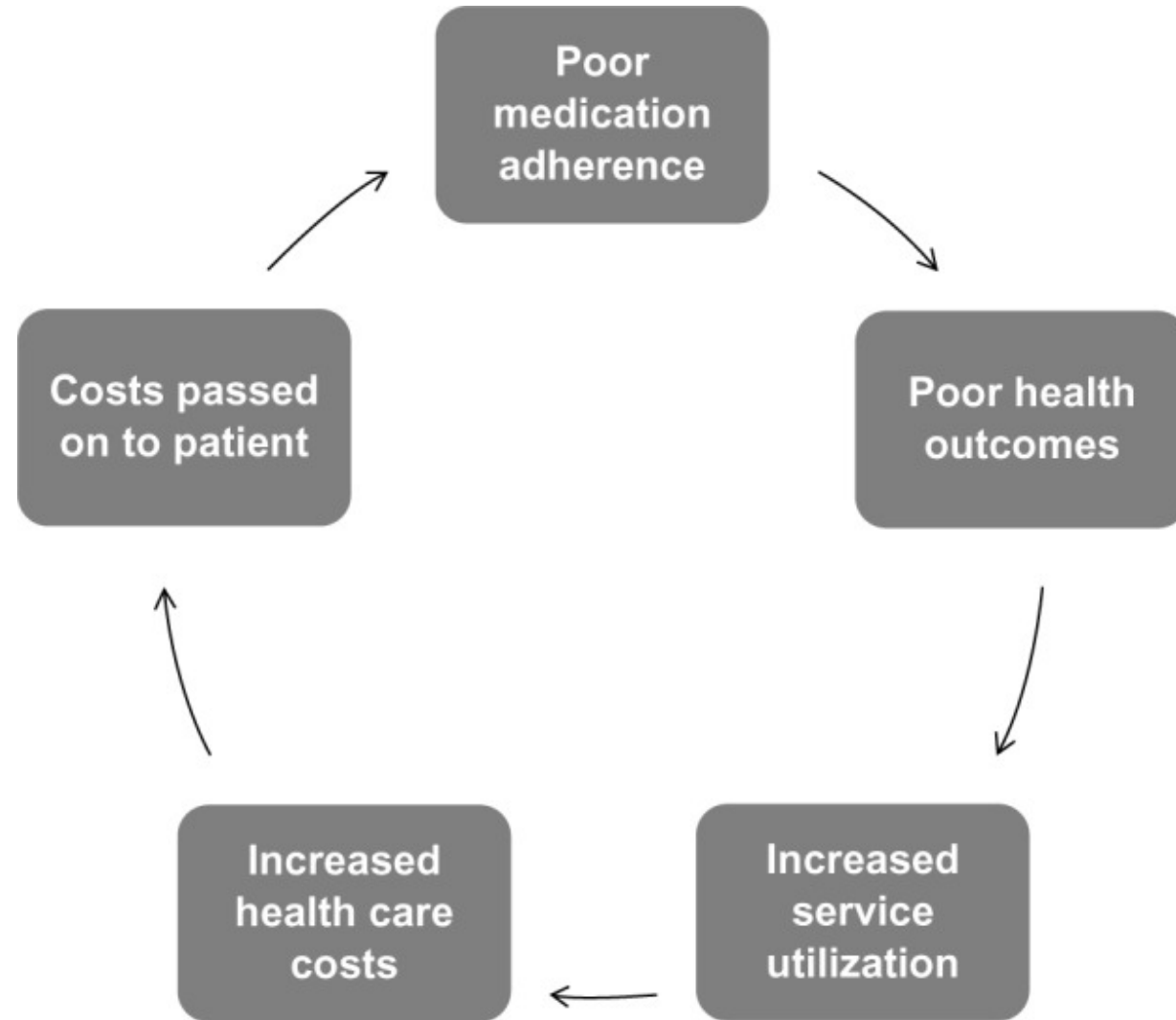
Everything we eat both causes and prevents cancer



SOURCE: Schoenfeld and Ioannidis, *American Journal of Clinical Nutrition*



Adherence



Coordination

23 percent of respondents with chronic conditions saw four or more doctors over the last year

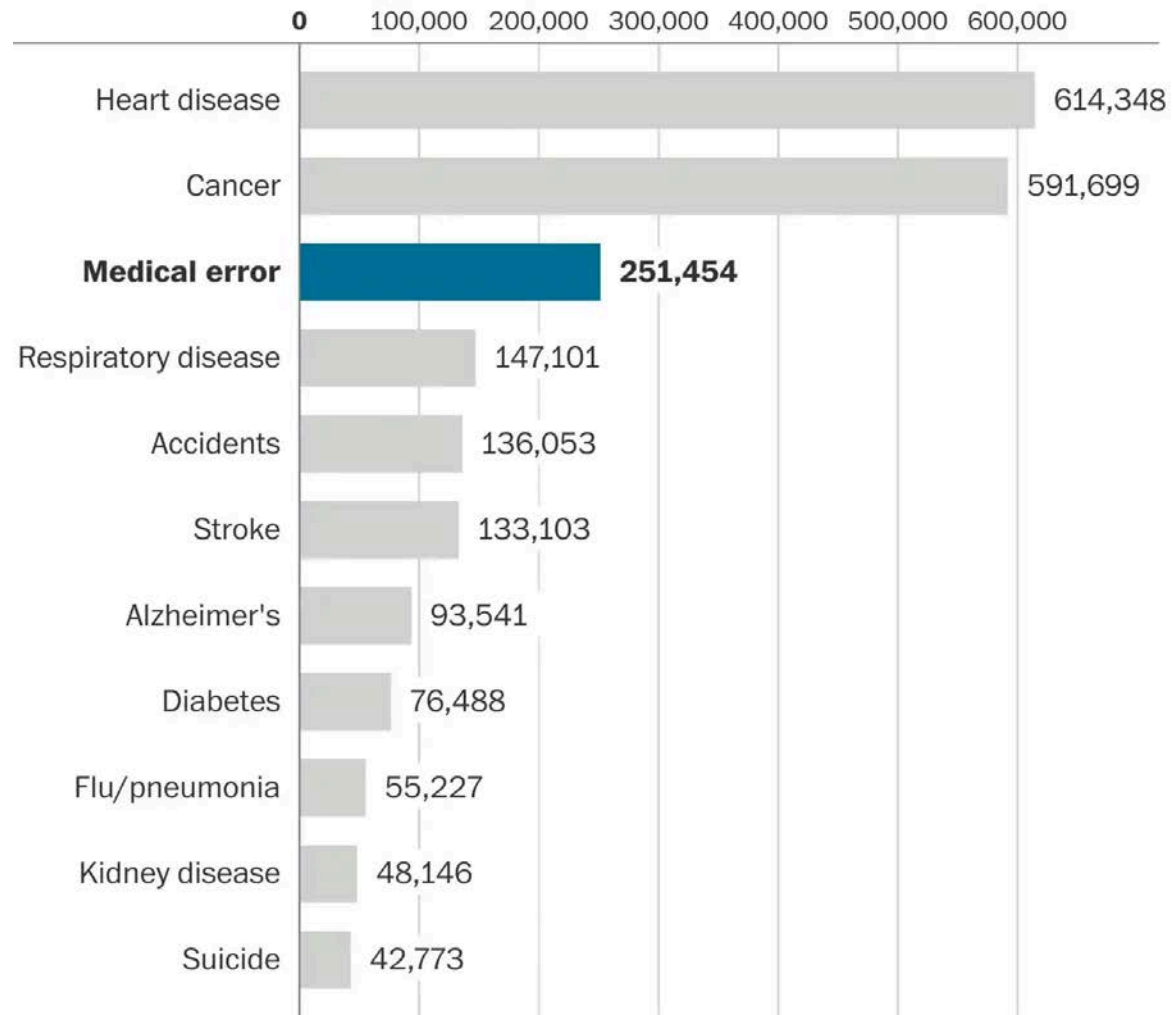
Among this group:

- 46 percent said they were taking four or more prescription drugs on a regular basis
- 30 percent reported a coordination problem with test or records

Errors

Death in the United States

Johns Hopkins University researchers estimate that medical error is now the third leading cause of death. Here's a ranking by yearly deaths.



Source: National Center for Health Statistics, BMJ

THE WASHINGTON POST

Is lack of consumer centrism the source of these problems?
Can consumerism/consumer centric care address these problems?

Maybe.

- Reduce non-cost access barriers
 - telemedicine, same day access, fewer cultural/communication issues
- Improve quality/outcomes
 - Improve comfort/communication/technology => better information, better diagnosis, more effective treatment