Consumer Knowledge: Do We Have Enough for the New Health Plans?

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[ There is No Single Consumer ]

- Provider specific information
  - Service, technical performance, cost, location
- Disease specific information
- Decision support
Current Information Sources

- Friends
- Physicians and other providers
- Internet
- Hospital referral programs
- Media

P.S. No one trusts health plans
Patients Evaluate Providers

NRC Patient Satisfaction

- Did he listen to you?
- Did he explain the tests or treatments in terms you understand?
- Would you recommend him to a friend?
- Skill in finding and recognizing problems?
Patients Evaluate Providers

DoctorQuality.com

- Physician agrees with treatment/diagnosis protocols
- Patient rates physician compliance with the protocol
[ Performance Ranking ]

- www.Healthgrades.com
- www.Selectqualitycare.com
- www.Doctorquality.com
- www.Subimo.com
- www.BestDoctors.com
[ Technical Data ]

Selectqualitycare.com

- Utilizes Medicare claims databases
- Organized by hospital rather than individual physician
- Requires a smart consumer
### Hysterectomy Outcomes

<table>
<thead>
<tr>
<th>Key Measures in Order of Importance</th>
<th>Abbott-Northwestern Hospital</th>
<th>Fairview Southdale Hospital</th>
<th>Rochester Methodist Hospital</th>
<th>St. Cloud Hospital</th>
<th>United Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Money</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Mortality rate</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Patient volume</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Unfavorable outcomes</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Time</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Weights average rank:</td>
<td>2.00</td>
<td>2.50</td>
<td>1.50</td>
<td>3.00</td>
<td>2.75</td>
</tr>
<tr>
<td>Overall rank:</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt;</td>
<td>3&lt;sup&gt;rd&lt;/sup&gt;</td>
<td>1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>5&lt;sup&gt;th&lt;/sup&gt;</td>
<td>4&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

Source: selectqualitycare.com
# Quality Pays (Usually)

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Average Cost</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Cloud Hospital</td>
<td>$7,381</td>
<td>5</td>
</tr>
<tr>
<td>Rochester Methodist Hospital</td>
<td>$7,678</td>
<td>1</td>
</tr>
<tr>
<td>Fairview Southdale Hospital</td>
<td>$10,762</td>
<td>3</td>
</tr>
<tr>
<td>Abbott-Northwestern Hospital</td>
<td>$11,612</td>
<td>2</td>
</tr>
<tr>
<td>United Hospitals</td>
<td>$15,645</td>
<td>4</td>
</tr>
</tbody>
</table>

Quality Pays (Usually)
[ My View of this Issue ]

- Perfection is the enemy of progress
- Make the physician an asset not a liability
- Don’t force the consumer to learn more than they desire
- Give consumer the decision control