

# Consumers and the Future of the Health System

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# National Consumers League

- Founded in 1899 - oldest consumer advocacy organization in the US
- Mission - to protect and promote economic justice for consumers and workers in the U.S. and abroad





# Overview of Today's Presentation

## Health Reform & Consumer Engagement

- Health reform issues
- Medication adherence
- Reality of reform: education, potential fraud, opportunity for collaboration



# Health Reform

NCL Supports:

- Increased Access & Coverage
- Quality & Safety
- Prevention





- November 12, 2009 issue of Business Week
- Top Ten Ways to Cut Health Care Costs Now
- #6 - Get Patients to Take Their Medications

“Drugs don’t work in patients  
who don’t take them!”

Former U.S. Surgeon General  
C. Everett Koop



# Medication Adherence: America's Other Drug Problem

- 3 out of 4 Americans report that they do not take medications as directed
- 1 in 3 never fill a prescription
- Poor adherence costs at least \$300 billion annually





# Medication Adherence: Chronic Conditions

- Nearly 50% of Americans have at least one chronic condition
- 75% of health care spending
- Average adherence rates of 50-65%
- Diabetes alone accounts for 120 million work days lost to presenteeism each year



# Medication Adherence: Saving Lives and Money

- Improved adherence saves – for every dollar spent on adherence:
  - \$7 saved for diabetes,
  - \$5 saved for high cholesterol,
  - \$4 saved for high blood pressure
- Asheville Project & Diabetes 10 City Challenge – lowering health costs and increasing productivity
- Value based benefit design



# Medication Adherence Campaign

Groundbreaking consumer education campaign includes:

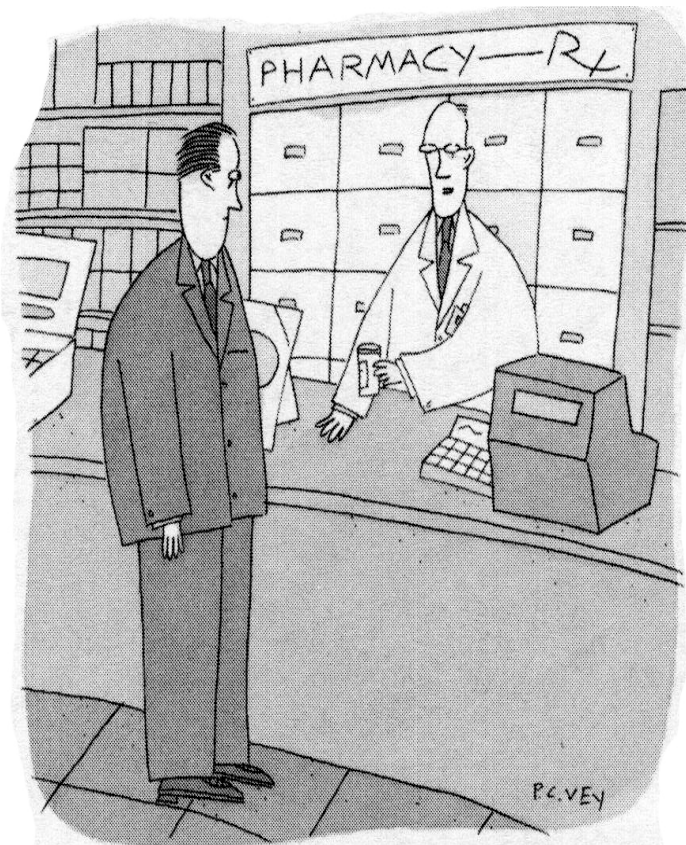
- Public & private sector involvement - payors, practitioners, consumers, etc.
- National outreach
- Targeted outreach
  - Chronic conditions
  - Health care practitioners
- Consumer engagement



# Reality of Reform

- Education – understanding and navigating the system
- Potential fraud
- New opportunities for health promotion, consumer engagement, collaboration





*"You'll enjoy the way these interact with over-the-counter medication."*

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