

CITY OF GREATER SUDBURY COUNCIL MEETING

JULY 4/05



HELPING OUR PATIENTS

HELPING OUR HEALTH CARE
SYSTEM



WHY AM I HERE?

I want you to help make **SUDBURY'S PATIENTS BETTER PATIENTS**
savvier, aware how lifestyle impacts health....how prevention can minimize disease and complication....*how active participation can better connect them to their health issues and make them better consumers in our health care system.....*



WE SHOULD ALL REALIZE –
THAT THE PATIENT.....

IS NOT THE
ENEMY



STRATEGIES FOR NORTHERN HEALTH CARE

- Move South
- Move closer to the airport
- Put one of your kids through medical school
- Have one of your kids marry a doctor
- Buy a medical building full of doctors



ASSUMPTIONS

IF WE FIND MORE DOCTORS AND NURSES
AND MORE MONEY FOR MORE RESOURCES,
WE WILL SOLVE **ALL** THE PROBLEMS.....

IF WE CHANGE THE DELIVERY MODEL WE
WILL BE BETTER OFF....

THE ONLY THING WRONG WITH THE SYSTEM
IS LACK OF RESOURCES

*PATIENTS UNDERSTAND THE SYSTEM
AND USE IT WISELY IN AN INFORMED WAY*



THINKING ABOUT HEALTH CARE DELIVERY

DEMAND SIDE

Patients

Patients

Patients

Patients

Patients

****IMMEDIATELY
AVAILABLE***

SUPPLY SIDE

Doctors, Nurses, NP's

Hospitals, Clinics,

Med school *****

Waiting list mgt.

Health Unit

LHIN's

****VERY LONG TERM
PLANS***



PERSONAL DOCUMENTS WHEN MOVING ABOUT

- Drivers license number
- Passport number
- Birth certificate
- Photo ID
- SIN number
- Visa card

In most aspects of life we carry basic info about us...types of identification



REQUIREMENTS TO VISIT ANY CANADIAN DOCTOR

NOTHING

**YOU CAN ARRIVE TOTALLY
UNPREPARED**

(And no one expects anything else!)



FUTURE REQUIREMENTS TO VISIT ANY DOCTOR???

- YOUR HEALTH CARD
- YOUR HEALTH CARE DIARY.....a complete diary of your illnesses and treatments since childhood
- YOUR MEDICATIONS OR A LIST
- A COMPLETED SYMPTOM FORM
- etc



THERE IS NO PATIENT CODE OF BEHAVIOUR.....

- THERE IS NO '**HOW TO SCHOOL**' FOR PATIENTS
- IT'S A SYSTEM OF RANDOM ACTIVITY (A LEADERLESS SITUATION)
- THERE IS NO EXPECTATION THAT PATIENTS BE ORGANIZED
- LACK OF PREPAREDNESS IS THE NORM



PATIENTS AND PRESCRIPTIONS.....

- 50% do not **take** drugs correctly
- 30% of drugs are **misused**
- 60% cannot **identify** their drugs
- 12% take **other** peoples drugs
- 40% take drugs given by **2+ MD's**
- 20% of admissions due to **incorrect** use
- 54% of prescriptions are **filled**
- 60% of patients **don't read** labels



Patients **Disconnected** from Their Care...more examples

- The obese diabetic on no diet
- The hypertensive taking excess salt
- The heart failure taking excess water
- The allergic taking the same Rx again
- The bleeder continuing taking blood thinners



THE UNPREPARED PATIENT -1

Isn't it interesting that the **hospitalized patient** is in a very organized and structured corporate environment with care plans, advice, regulations, guidance, etc. but the **non hospitalized patient** (the majority) is on her own, left to navigate the system as best she can using her own skills and savvy usually under non ideal circumstances with no real understanding on how the system functions or how to best use it.



THE UNPREPARED PATIENT - 2

- THERE IS NO **PERCEIVED** DOWN SIDE TO BEING UNPREPARED
- REQUIRES MUCH MORE DOCTOR TIME
- TESTS GET REPEATED UNNECESSARILY
- MISTAKES ARE MADE FOR LACK OF INFO
- COSTS ESCALATE
- QUALITY HAS TO SUFFER



THE UNPREPARED PATIENT - 3

- WE DON'T EXPECT ANYTHING FROM PATIENTS EXCEPT TO BRING IN THEIR COMPLAINTS AND THEN DO WHAT THEY ARE TOLD.
- ONE PHARMACEUTICAL COMPANY NOW AIMS ALL THEIR DIRECT TO PATIENT ADVERTISING AT THE **GRADE FIVE LEVEL! WHY???**



THE PATIENTS – HOW THE SYSTEM HAS FAILED THEM

Patients receive **no meaningful instruction** on how the health care system functions.

They are **unaware** how much they could improve their care by being **more involved** and **better prepared** for their doctor / hospital visits.

Patients are **disconnected** from their care and feel somewhat helpless.

The **medical establishment** will not change this. Some other entity must get involved.



THE PATIENTS AND THE HEALTH CARE SYSTEM

- The public needs to play a part
- They need to know their role in the system
- They should be active players not just part of the audience
- Doers not viewers



THE PATIENTS - RESPONSIBILITY

The patients primary responsibility in their health care is ***personal involvement – active participation*** in the prevention, treatment and surveillance of disease processes.....in partnership with the health care system....in ways that ***individually, we learn and apply***



THE PATIENTS -IMPORTANCE

The patient must be made to understand their **pivotal** importance in the health care system; *the way they present themselves and the way they describe their condition is the 'big bang' that activates all subsequent activity*



SUDBURY' HEALTH CARE PACKAGE

- ENVIRONMENT
- PRIMARY DISEASE PREVENTION
- ACTIVE HEALTH UNIT
- FIRST RATE HOSPITAL
- NEW MEDICAL SCHOOL
-**A MEDICAL SCHOOL FOR
PATIENTS.....?**



WHAT MORE CAN COUNCIL DO?

- Help in the training of better patients
- Encourage others to participate in training better patients
- Do not assume this is being done
- Continue your healthy environment/
lifestyles campaign.....vigorously!



HOW TO CREATE BETTER PATIENTS IN SUDBURY

- Night school courses
- Town hall meetings
- Health care diary distribution
- “How to” pamphlets
- City hall/plaza/hospital/ info kiosks
- Advertising....**billboards**, clinics, hosp.
- Partner with all health care facilities



BE PREPARED **IT HELPS**

When visiting a doctor, medical clinic, emergency department, **always**:

- **IDENTIFY** yourself on arrival
- Show your **HEALTH CARD**
- Bring all **MEDICATIONS** in the bottles
- Know your **RECENT TESTS** and where performed
- Present a **LIST OF ALL YOUR DOCTORS** and other specialists
- **COMPLETE ALL TESTS** requested by your physician before your visit (e.g. blood tests)
 - Have ready a **PREPARED DESCRIPTION** of your symptom/complaint
 - **CALL WELL IN ADVANCE** to change or cancel your appointment.

EMS

MY REASON(S) TO SEE THE DOCTOR

personal health

diary

Appointment date and time



Remember to bring your health card, your medications, your health diary, any documents that may be required, and make sure your doctor has forwarded important information if you are going to a specialist.

Please think about these questions as they might apply to your condition and make notes to share with the doctor.

What do you think is wrong? Where does it hurt? When did it start? How long did it last, or is it ongoing? What are the usual circumstances when this problem arises? What seems to make it worse? What seems to make it better? Have you had it before? If so, have you been treated for this before? What treatment did you try? What worked?

Result of my visit

My next appointment (Make sure to enter this information in your Health Diary.)

date

time



SUDBURY'S PATIENTS CAN BECOME BETTER PATIENTS

- THEY ARE AWARE AND INVOLVED
- KNOW THEIR MEDICATIONS
- KNOW THEIR MEDICAL CONDITIONS
- KEEP A HEALTH CARE DIARY
- UNDERSTAND A CODE OF BEHAVIOUR
- KNOW WHAT IS EXPECTED OF THEM
- PARTNER WITH THE DOCTOR



THE 'PATIENT ARMY' (35 million people)

Imagine what could happen if our patients were seen as members of a 'Canadian Health Care Army'.....well trained, disciplined, and supplied with all the necessary knowledge and resources to combat their own personal health enemies!

WHY NOT? WOW!



WHAT HAVE OTHERS DONE WE ARE NOT ALONE.....

- Mini medical schools – hospitals and universities...Canada
- Oxford Centre for Evidence Based Medicine
www.cebm.net
- Government of New South Wales, Australia
www.health.nsw.gov.au
- Disease Management Assoc of America
www.dmaa.org

CONCEPTUALIZE A 'MEDICAL SCHOOL FOR PATIENTS'



**SUDBURY NEEDS ONE
...the whole country
needs one – why not
start here!**

