

Inspiring Health System Innovation

Moving Upstream: Strategies to Improve Health

Marko Vujicic, PhD
Chief Economist & Vice President
Health Policy Institute

The ADA Health Policy Institute

BloombergBusinessweek
Small Business

The New York Times

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THE JOURNAL OF THE AMERICAN DENTAL ASSOCIATION

Journal of Dental Education

Dental MEDICAL CARE
Official Journal of the Medical Care Section, American Public Health Association



The NEW ENGLAND
JOURNAL of MEDICINE

Mouth and Body

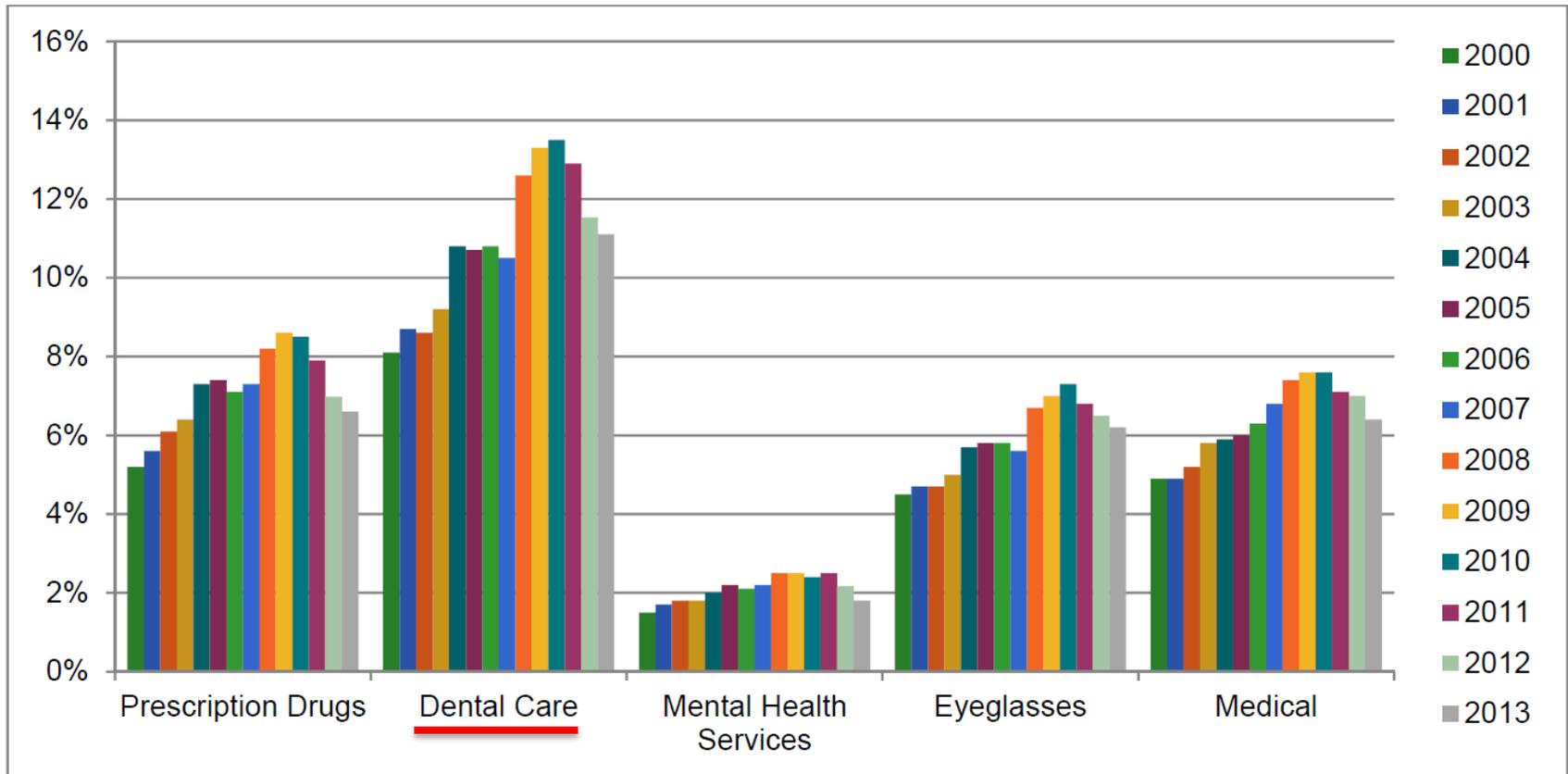


“You can’t be healthy
without good oral health.”

*C.E. Koop
fmr. U.S. Surgeon General*

Access Issues

Figure 1: Percentage of the Population Who Needed But Did Not Obtain Select Health Care Services during the Previous 12 Months Due to Cost, 2000-2013



Source: National Health Interview Survey, National Center of Health Statistics. **Notes:** Changes from 2000 to 2010 for all services were statistically significant at the 1% level. Changes from 2010 to 2013 for all services were statistically significant at the 1% level. Changes from 2012 to 2013 were not statistically significant.

Dental Offices as Touch Points

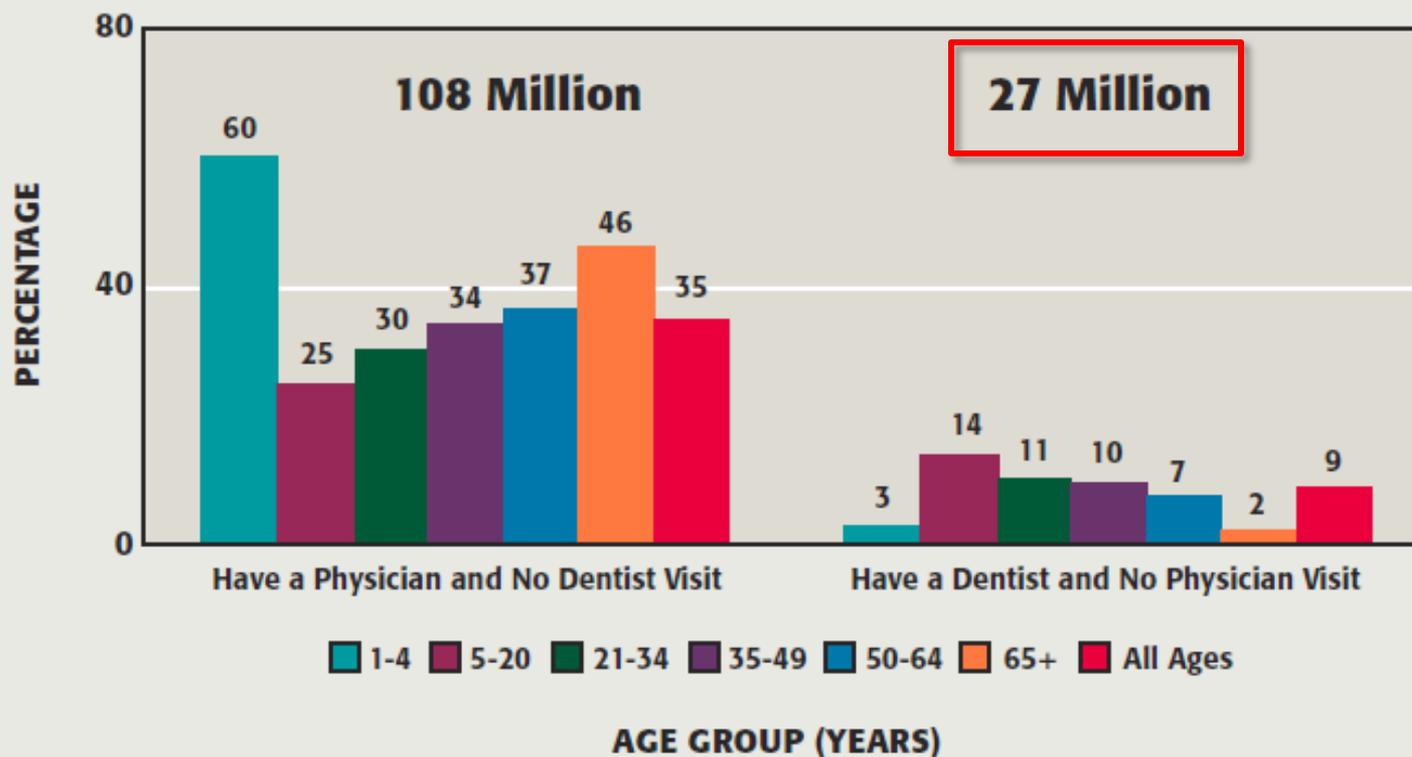


Figure. Visits to dentists and physicians in the course of one year among U.S. patients. Analysis by the American Dental Association Health Policy Resources Center, based on data from 2011 (the most recent year for which data are available) from the Medical Expenditure Panel Survey of the Agency for Healthcare Research and Quality.

Dental Offices as Touch Points

SCREENING FOR CHRONIC DISEASES IN DENTAL OFFICES COULD REDUCE U.S. HEALTH CARE COSTS BY ...

up to  **\$102.6** MILLION per year

OR

 up to **\$32.72** per person screened⁴

The Effect of Chairside Chronic Disease Screenings by Oral Health Professionals on Health Care Costs

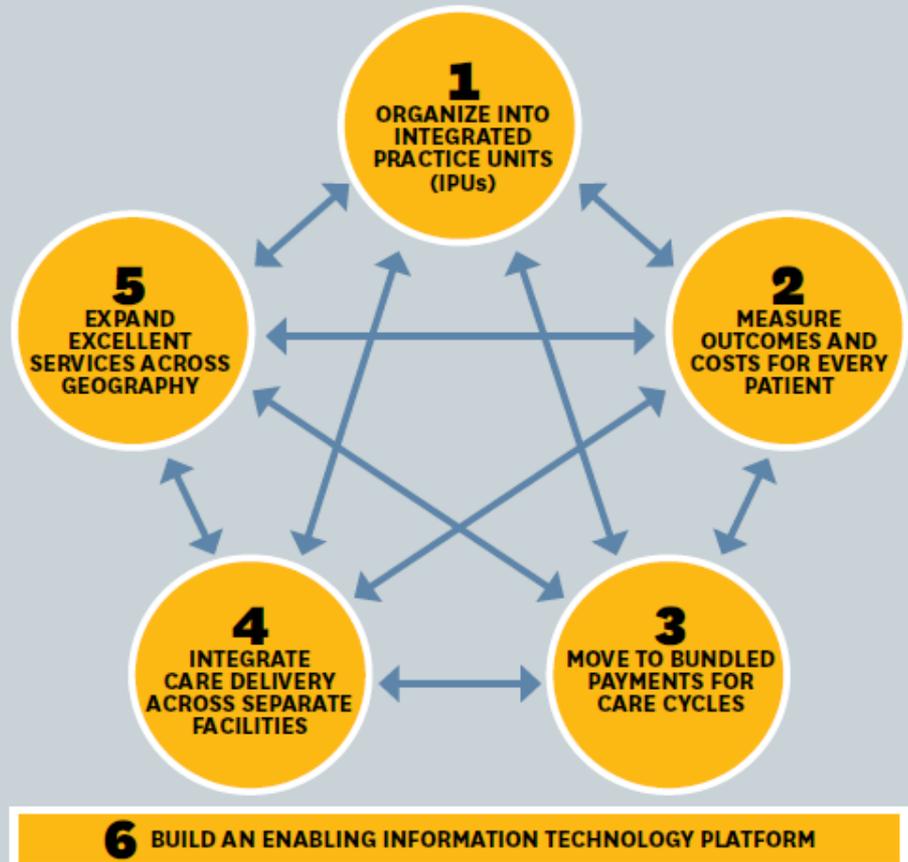
| Kamyar Nasseh, PhD, Barbara Greenberg, MSc, PhD, Marko Vujicic, PhD, and Michael Glick, DMD



Accelerating Reform

The Value Agenda

The strategic agenda for moving to a high-value health care delivery system has six components. They are interdependent and mutually reinforcing. Progress will be greatest if multiple components are advanced together.



THE BIG IDEA

The Strategy That Will Fix Health Care

Providers must lead the way in making value the overarching goal by *Michael E. Porter and Thomas H. Lee*

Accelerating Reform

Engaging Doctors in the Health Care Revolution

by Thomas H. Lee
and Toby Cosgrove

Despite wondrous advances in medicine and technology, health care regularly fails at the fundamental job of any business: to reliably deliver what its customers need. In the face of ever-increasing complexity, the hard work and best intentions of individual physicians can no longer guarantee efficient, high-quality care. Fixing health care will require a radical transformation, moving from a system organized around individual physicians to a team-based approach focused on patients. Doctors, of course, must be central players in the transformation: Any ambitious strategy that they do not embrace is doomed.

And yet, many physicians are deeply anxious about the changes under way and are mourning real or anticipated losses of autonomy, respect, and income. They are being told that they must accept new organizational structures, ways of working, payment models, and performance goals. They struggle to care for the endless stream of patients who want to be seen, but they constantly hear that much of what they do is waste. They're moving at various rates through the stages of grief: A few are still in denial, but many are in

Discussions cannot begin with talk of contracts and compensation but must focus instead on the stakes for patients.

Accelerating Reform

MOTIVATION	HOW TO APPLY IT	EXAMPLE
To engage in a noble shared purpose	Appeal to the satisfaction of pursuing a common organizational goal.	The Cleveland Clinic reinforced its commitment to compassionate care by launching a same-day appointment policy.
To satisfy self-interest	Provide financial or other rewards for achieving targets.	At Geisinger Health System, 20% of endocrinologists' compensation is tied to goals such as improving control of patients' diabetes.
To earn respect	Leverage peer pressure to encourage desired performance.	Patients' ratings of University of Utah physicians are shared both internally and on public websites to drive improvements in patient experience.
To embrace tradition	Create standards to align behaviors, and make adherence a requirement for community membership.	At the Mayo Clinic, a strict dress code and communication rules signal the "Mayo way of doing things."

Thank You!

ada.org/hpi

hpi@ada.org



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