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*Global Health Care & Patient  
Safety*

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2:45pm – 4:00pm  
Monday, November 17





## The Challenge of Global Healthcare & Patient Safety

*National Client Conference – Dallas Texas  
Monday, November 17, 2008*

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## CHALLENGE OF GLOBAL HEALTHCARE

**Patients have no geographic boundaries  
on where they can go for healthcare.**

**Insurance carriers have fewer  
boundaries on where they will pay.**

**Underinsured, uninsured, and those  
with high deductibles have an incentive  
to shop price, quality and safety.**



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## Patients have no geographic boundaries



## Earliest global tourism



**Bath, England**



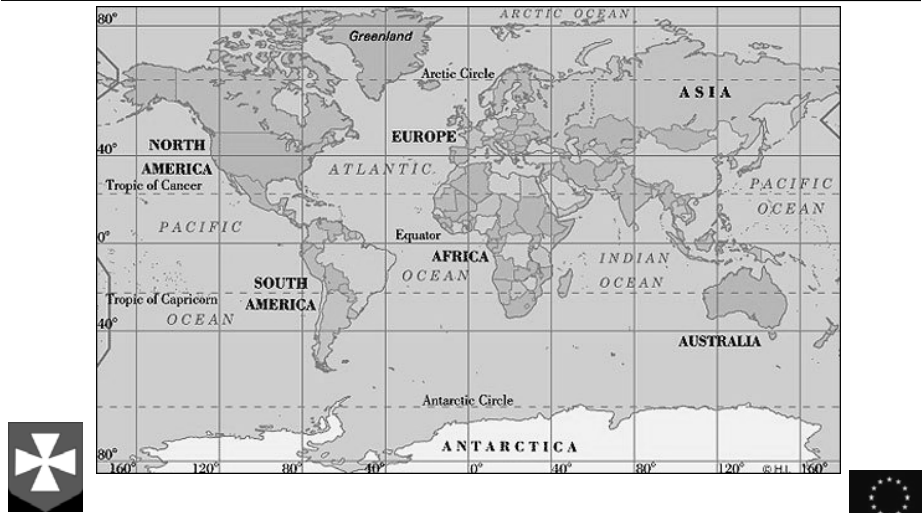
## Famous global healthcare in US

**FDR**

President Franklin D. Roosevelt's  
Little White House  
Warm Springs GA



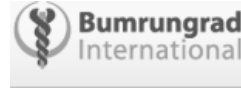
## CHALLENGE OF GLOBAL HEALTHCARE



## CHALLENGE OF GLOBAL HEALTHCARE



**Bumrungrad International, Thailand**



**\$68 Billion by 2010  
outside of → USA**

- Deloitte Center for Health Solutions



**Insurance carriers will pay.  
Companion Global Healthcare**



David Boucher

**India Costa Rica Singapore Thailand Turkey Ireland**

**Heart Bypass . Orthopedics . Hysterectomy . Spinal Fusion**



**Underinsured, uninsured,  
and those with high  
deductibles have an  
incentive to shop price,  
quality and safety –  
outside of the USA.**



**Joint Commission International  
Australian Council on Healthcare  
Standards International  
Trent Accreditation Scheme (UK,  
Hong Kong)  
Healthcare Tourism  
International**



- Drivers to Choice of Healthcare Providers:**
- Cost (Insurance, Out-of-Pocket)**
- Convenience**
- Quality of Care – Clinical Outcomes**
- Quality of Physicians and Staff**
- Safety**
- Accreditation**



**Cost**



**Quality**



**Safety**



**Convenience**



**First reaction by US healthcare providers to global healthcare is to *attack* global healthcare on safety, quality, and language.**

**This opens up, by comparison, issues and problems in US healthcare on safety, quality and language.**



**Patient safety is a major issue in USA and abroad.**



**What are we doing to improve patient safety in the US?**

**What is being done to improve patient safety abroad?**



**What can we, in the US, learn from what is happening in other countries?**

**What can other countries learn from the US?**



**We can learn  
from one  
another.**



In the US, we deplore the fact that our patients leave their hometown hospitals to travel to recognized centers of excellence elsewhere in the US.

Insurance carriers have unanimously supported sending patients to centers of excellence anywhere in the US based on safety and quality.



**Top ten overall best hospitals in the world:**

1. University of Michigan Health System
2. University of Texas Medical Branch
3. NYU Medical Center
4. University of Kansas Medical Center
5. University of Virginia Health System
6. Johns Hopkins Medicine
7. Vanderbilt Medical Center
8. Massachusetts General Hospital
9. University of Rochester Medical Center
10. MD Anderson Cancer Center



<http://hospitals.webometrics.info>



**Top ten best non-US hospitals in the world:**

1. Taipei Veterans General Hospital
2. Hospital for Sick Children (Canada)
3. Buddhist Tzu Chi General Hospital (Taiwan)
4. Universitätsklinikum Gießen und Marburg
5. Universitätsklinikum Heidelberg
6. Centre Hospitalier Universitaire de Roue
7. Medizinischen Hochschule Hannover
8. National Cancer Center Hospital (Japan)
9. Hospital Authority (Hong Kong)
10. CHU de Lyon Hopitaux de Lyon



<http://hospitals.webometrics.info>



**When cost is a factor, non-US hospitals, with some of the best measures of quality and safety, will benefit at our expense in US hospitals as healthcare becomes global.**

**Can we sell safety and quality in the US as worth the high costs?**



**American organizations promoting patient safety:**

**National Patient Safety Foundation**

**Agency for Healthcare Research & Quality**

**Patient Safety & Quality Improvement Act of 2005**

**Patient Safety Organizations**

**Partnership for Patient Safety**

**Consumers Advancing Patient Safety**

**Patients for Patient Safety**



**Non-US organizations promoting patient safety:**

- WHO World Alliance for Patient Safety**
- International Alliance of Patients' Organizations**
- Federation of Polish Patients**
- Society for Patients' Rights, Israel**
- Irish Patients' Association**
- German Patients' Association**
- Bulgarian Association for Patients' Rights Defense**
- Federation of Consumers**



**Group**

		<b>Group</b>		
		<b>Physicians</b>	<b>Nurses</b>	<b>Patients</b>
<b>Characteristic</b>	<b>Knowledge</b>			
	<b>Attitudes</b>			
	<b>Beliefs</b>			
	<b>Practices</b>			



**Patient Safety Movement in Europe**

- 1. Improve laws and policy to make patient safety and patient safety reporting and research a top priority.**
- 2. Publish patient safety violations in newspapers and other media.**
- 3. Make patient safety mishaps criminal violations with prison terms and fines.**



**Patient Safety Movement in Europe**

**Patients Tell Their Stories**

**Patients and family members write down a description, a story, of what happened and the consequences of the near-miss or mishap.**



**Story is given to physicians, nurses, and administration for review.**



## Patient Safety Movement in Europe

### Patients Meet with Doctors & Nurses

**Patients and family members meet with doctors and nurses and hospital staff to talk about the story and what can be done to improve safety and to reduce the probability that the incident, mishap or near-miss will happen again.**



## Creation of a Patients' Manifesto

**Equal and timely access** to safe, effective diagnosis, treatments and support.

**Better information and resources** for patients to be partners in determining their care.

**A patient's voice** to be heard in Brussels and throughout the European Union.



## **Fundamental Problems in the EU**

**Lack of equal and timely access to treatment.**

**Lack of access to quality information.**

**Lack of psychological, social and environmental support that help the patient during treatment and recovery.**



European Patients' Forum [www.eu-patient.eu](http://www.eu-patient.eu)



## **Patient Centeredness**

**Educate patient on treatment options and patient role in treatment.**

**Listen. Encourage patients to tell their stories about their experience, positive and negative, with doctors, pharmacies, and hospitals.**



## **Patient Centeredness**

**Tell patient stories to doctors,  
nurses, administration and  
other patients.**



## **Patient Centeredness**

**Include patients on patient  
safety committees and in  
safety initiatives**



## Patient Centeredness

**Involve the media in talking about patient centeredness, actions taken to improve patient safety, and areas of needed improvement in patient safety.**



### **What we can learn from our European colleagues:**

Educate, listen, tell, and include the patient and patient care givers.

Involve the media, local patient groups, community organizations, local, state and federal governments.



**Thank you.**

MERCI.

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