

Re-Designing Health Care: Key Work Process Trends

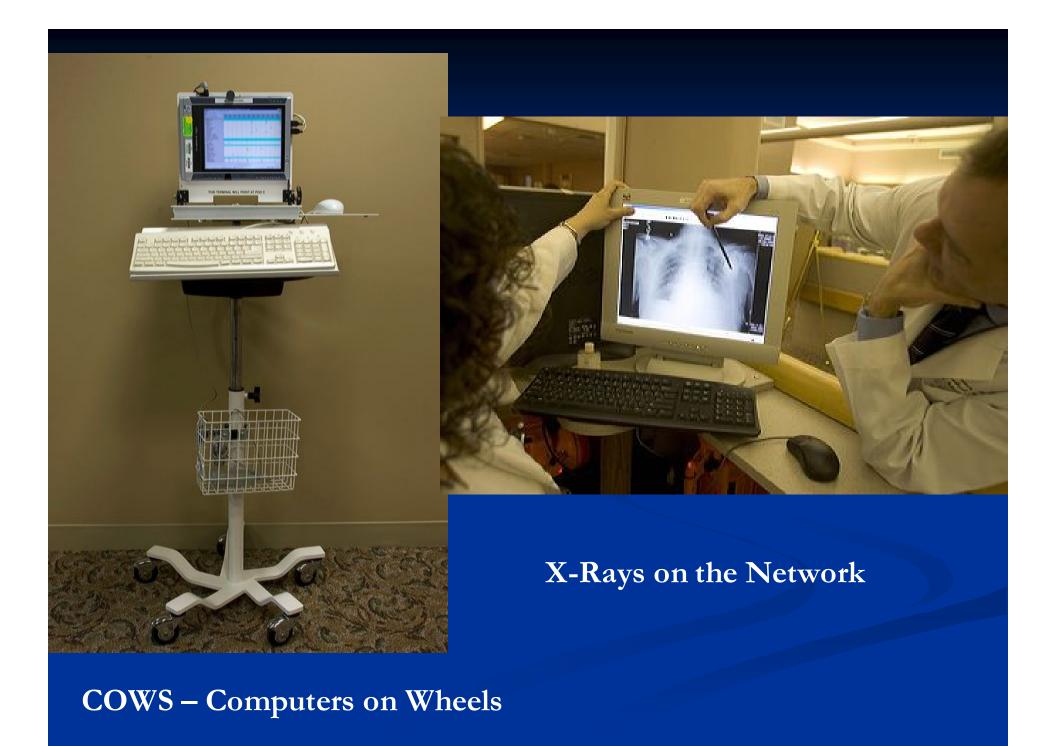
- Standardization/De-Skilling
- Intensification/Lean
- Multi-Skilling/Job Combination/Flexibility
- Automation/New Technologies
- Monitoring
- Outsourcing/Contracting Out/Moving Work

"At Park Nicollet, they're embracing Toyota's lean production process with almost religious zeal. The organization is engaged in an aggressive team-oriented program to eliminate wasted time, space, and motion in order to save patients, provide them with more punctual results and keep them healthier. The hospital says it saved \$7.5 million last year, cut infection rates and freed up surgical capacity." [Phelps, 2005]

Key Technology Trends:

- Electronic Medical Records (EMR),
- Telemedicine or distance medicine
- Robotics
- Advanced Diagnostic Equipment and Patient Monitoring Systems
- Employee Monitoring Systems

- •Pentagon Seeks To Develop 'Trauma Pod' for Battlefield Surgery;
- Detroit Medical Center Introduces Robotic Doctors;
- Georgia Launches Telemedicine Network;
- Idaho Hospital to Launch Telepharmacy Program;
- •Remote Monitoring Helps Counter Shortage of ICU Specialists
- Telemedicine Could Be Answer To Treating Aging U.S. Population
- California County to Install Drug-Dispensing Robots in Jails;











Robo Everything Else

Monitoring Devices







Contracting Out

USW Denounces Off Shoring of Health Care Services

PITTSBURGH - The United Steelworkers today denounced a shocking new approach that employers are considering to limit health care expenses – sending employees to India or other lower-cost countries for expensive medical procedures.

Dubbed "medical tourism" by the media, the idea of outsourcing medical care to lower-cost countries is finding its way into corporate agendas as a way to cut health care costs.

Blue Ridge Paper Products, Inc., of Canton, N.C., proposed sending one of its employees, a USW member, to India for surgery – a move that would have saved the self-insured company tens of thousands of dollars.

Who is making the decisions?

And

What are their Goals?

What do Hillary Clinton, George Bush, Newt Gingrich, and Ted Kennedy all have in common?

They are all promoting Electronic Medical Records as a key part of the solution to our Health Care Crisis.

Newt Gingrich's Center for Health Transformation

Founding Charter Members

Booz Allen Hamilton

Ford Motor Company

General Motors Corporation

IDX Systems Corporation

MedImpact

NACDS Foundation

Novo Nordisk

SHPS

Siemens

Sutter Health

Platinum Members

American Hospital

Association

BellSouth

PricewaterhouseCooper

UPS

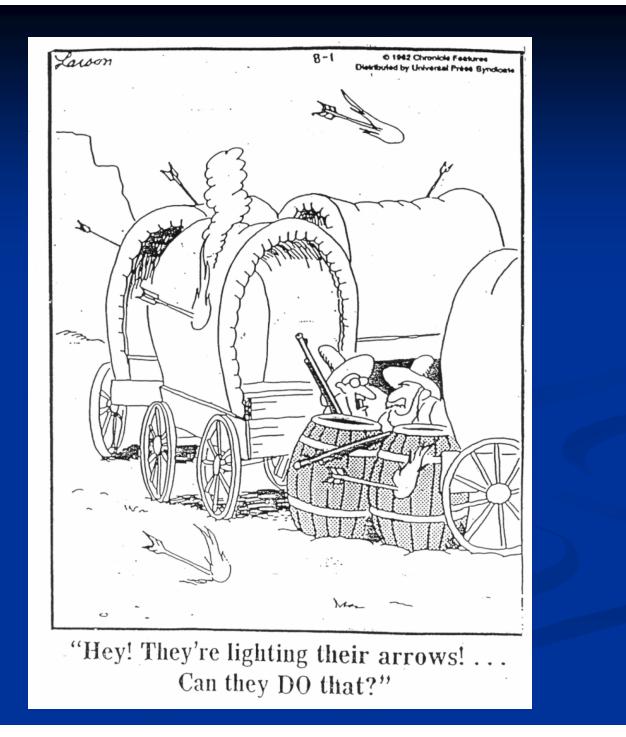
WellPoint, Inc

Who was represented on the Health Information Technology Leadership Panel set up by HHS Secretary Michael Leavitt?

- 1 FedEx Corporation Frederick Smith, CEO
- 2 General Motors Rick Wagoner, CEO
- 3 International Paper John Faraci, CEO
- 4 Johnson Controls John Barth, CEO
- 5 Target Corporation Robert J. Ulrich, CEO
- 6 Pepsico Steve Reinemund, CEO
- 7 Procter & Gamble Alan G. Lafley, CEO
- 8 Wells Fargo Richard Kovacevich, CEO
- 9 Wal-Mart Stores, Inc. David Glass, former CEO

Impacts on Health Care Workers

- Job Loss
- Stress
- Speed-up
- Monitoring
- New Skills Required, Often w/out Training
- Separation from Patients
- RSI and other Ergonomic Injuries





A Bargaining Model

- Unions
- Advance Notice
- Access to Full Information
- Time for Research, Assessment and Planning
- Mechanisms for Ongoing Discussion/Bargaining
- Leverage