

## The Health Care System



### INTRODUCTION TO HEALTH AND THE HEALTH CARE SYSTEM

◆ WHO (World Health Organization) definition  
of health:



- Absence of illness or disease.
- Individual can carry out the daily functions of life with no difficulties and no pain.
- ◆ Western medical health care delivery based on scientific study
- ◆ Hippocrates (fourth century BC) credited as the first “scientific” physician

## SHIFT FROM HOSPITAL-BASED TO COMMUNITY-BASED HEALTH CARE

- ◆ Designed to reduce costs of health care
- ◆ More extensive outpatient care reduces hospitalization costs
- ◆ People feel better if they can avoid hospitalization
- ◆ Modern hospitals primarily provide acute care and diagnostic services



## INTRODUCTION TO HEALTH AND THE HEALTH CARE

- ◆ **Curative treatment:**
  - ◆ treatment that cures disease
- ◆ **Symptomatic treatment:**
  - ◆ therapy for symptoms of disease/condition that does not remove disease itself
- ◆ **Palliative treatment:**
  - ◆ therapy that reduces effects of disease/condition but does not remove disease itself

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## **MANAGED CARE VERSUS PATIENT CARE**

### **◆ Fee-for-Service Insurance Plans**

- Traditional insurance paid for hospitalization only

### **◆ Federal insurance programs began in 1960s**

### **◆ Medicaid**

- Began for low-income children without parental support
- Now low-income population in general

## MANAGED CARE VERSUS PATIENT CARE

Federal insurance programs began in 1960s



- **Medicare:**
  - elderly, disabled, end-stage renal disease
- **CHAMPUS:**
  - families of those in the armed services
  - Included office visits for illness but not preventative

## MANAGED CARE

**HMO (health maintenance organization) movement**

- Began as attempt to reduce cost of medical care
- Emphasis on routine and preventative care

**Utilization review of hospitalized patients**

- Requires reason for continued hospital stay
- Means to shorten hospital stay
- May pay physician monthly amount (capitation)

## **MANAGED CARE**

- ◆ **Routine care became included in traditional insurance**
- ◆ **Managed care introduced as general term**
  - Care based on HMO model
  - Includes utilization review of hospitalization

## **HEALTH CARE REFORM**

### **Patient Protection and Affordable Care Act**

- Became law in 2010
- Expands insurance to an estimated 32 million Americans
- Insurance companies can no longer exclude children with pre-existing health conditions or drop customers for technical mistakes on applications.
- By 2014, all individuals must purchase health insurance or pay an annual fine

## **FLOW OF ACTIVITY IN AMBULATORY CARE**

- ◆ Private physician offices
- ◆ Staff HMO
- ◆ Multispecialty group practice
- ◆ Clinic at a hospital
- ◆ Patient checks in at the front desk
- ◆ Patient is seen by the physician
- ◆ Diagnostic tests are ordered and/or performed
- ◆ Receive a diagnosis, treatment, or referral
- ◆ Follow-up
  - ◆ New appointment, appointment for diagnostic tests, and/or referral
  - ◆ Follow-up instructions
- ◆ Billing process is begun

## **MEMBERS OF THE HEALTH CARE TEAM**

- ◆ Physicians
- ◆ Medical assistants
- ◆ Nurses
- ◆ Business manager
- ◆ Secretary/receptionist
- ◆ Insurance specialist
- ◆ Medical transcriptionist
- ◆ File clerk
- ◆ Physician, may be MD or Doctors of Osteopathic (DO)
- ◆ Physician's assistant (PA)
- ◆ Nurse practitioner (NP)



## MA EFFECTIVE TEAMWORK



- ◆ Teamwork is important to provide care to patients
- ◆ Not to overstep his or her role
- ◆ Effective communication
- ◆ Problems resolution without blame.
- ◆ Respect different points of

## PARTS OF THE MEDICAL OFFICE

Areas to receive patients, examine patients, and perform administrative tasks

### Must meet requirements of regulatory agencies

- ◆ OSHA (Occupational Safety and Health Administration)
- ◆ Americans with Disabilities Act
- ◆ Local and state boards of health



## RECEPTION AREA AND WAITING ROOM

### Waiting Room

- ◆ Should be clean with good lighting
- ◆ Furniture should be arranged neatly
- ◆ Up-to-date reading material should be available
- ◆ Seating should be adequate
- ◆ Colors should be muted and music should be soft



## RECEPTION AREA AND WAITING ROOM

### Reception Area

- Place where patient checks in
- May be separated from reception area by a glass window
  - Prevents patients from overhearing office activities
- Appointments are made in this area or a separate area



## EXAMINATION ROOMS

### Examination Rooms

- Designed for convenience of physician and staff
- Should be comfortable and calming for patients
- Reading material should be available



## LABORATORY

### Laboratory

- Must meet requirements of CLIA '88
  - Clinical Laboratory Improvement Act of 1988
- CLIA-waived tests are most commonly performed
  - Tests not regulated under CLIA '88



## MEDICAL RECORD STORAGE

- Medical record storage
- Contains current patient charts
- Location should be accessible to business area
- Records of inactive patients may be stored elsewhere



## BUSINESS OFFICES

### Business Office

- May connect to reception Place for entering patient charges and payments and billing

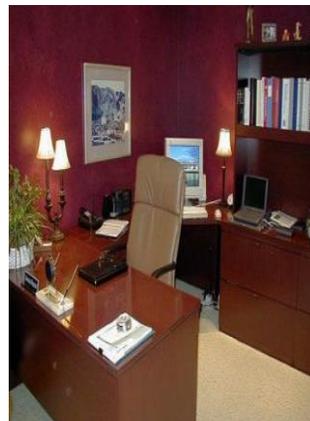
### Billing and insurance may be done in several ways:

- In the office
- In a central billing office for several medical facilities
- Contracted to an outside firm

### Physician's private office

- Often a reflection of the physician's personal taste
- For meeting privately with patients, patient's family, and visitors

### Staff lunch and break room



## **ADDITIONAL AREAS FOUND IN MANY OFFICES**

### **Treatment/diagnostic test room**

- Best if located in separate room
- Should be fully stocked for procedures

### **Special procedures room or surgery room**

- Depends on specialty of the office



## **MEDICAL SPECIALTIES**

- Usually have their own residency programs
- Subspecialties require additional training (fellowship)
- Based on patient age, body system, and/or type of treatment

### **Primary Care:**

Provides general care for patients

- Internal medicine—adults
- Pediatrics—children
- Family medicine—all ages
- Sometimes OB/GYN—female adults

### **Osteopathy:**

- Takes a holistic approach to primary care
- DO (doctor of osteopathy) licensed by the state to practice medicine
  - Manipulates bones and muscles to balance body

## Medical Specialties

### **Podiatry:**

- Treatment of the foot and ankle
- Both medical and surgical treatment provided

### **Chiropractic:**

- Spinal manipulation to treat musculoskeletal disorders
- Practitioner is licensed by the state
- More limited role than an osteopathic physician

## PRACTICE TYPES

### **Solo Practice**

- Limited in size
- Medical assistant usually responsible for administrative and clinical duties
- Physicians share evening and weekend responsibility with other physicians

### **Group Practice**

- Several physicians share office space, personnel, equipment, etc.
- Medical assistants usually specialize
  - Administrative
  - Clinical
- Patients can be seen by any physician for urgent treatment

## **PRACTICE TYPES**

### **Group Practice:**

- Types of group practice
  - Single medical specialty
  - Multispecialty (several specialties within one facility)
  - Satellite offices in two or more locations

### **Clinic:**

- Traditionally, an ambulatory care facility that provides free or low-cost care
- Physicians employed by the clinic
  - May be physicians (MDs)
  - May be in a residency program (residents)

### **Complementary and Traditional Medicine:**

If studied scientifically, may be widely accepted (e.g., acupuncture)

Patients must often cover costs