

LaFleur Brooks' Health Unit Coordinating

7th edition

Chapter 02

Overview of Health Care Today

Lesson 2.1

CHALLENGES OF THE HEALTH CARE SYSTEM

- 1. Define the terms in the vocabulary list.**
- 2. Write the meaning of the abbreviations in the abbreviations list.**
- 3. List at least five challenges facing today's health care system.**
- 4. List four key elements of the Affordable Care Act.**
- 5. Explain why it is important to stay current with any additional changes made to the Affordable Care Act.**

CHALLENGES FACING THE HEALTH CARE SYSTEM

More than 50 million people were uninsured in 2010, almost one in six U.S. residents.

There is a disparity in care provided to insured people as compared to the uninsured or underinsured, many of whom belong to racial and ethnic minorities.

CHALLENGES, CONT'D

The cost of advanced technology is staggering.

Increasing insurance costs and out-of-pocket costs continue to soar.

CHALLENGES, CONT'D

Many doctors and health care facilities are refusing or limiting the number of Medicare patients they treat.

The Medicaid health insurance program for low-income people announced \$112.8 million in cuts.

Medical errors are one of the Nation's leading causes of death and injury.

AFFORDABLE CARE ACT

Adults with preexisting conditions that have been uninsured for at least 6 months became eligible to join a temporary high-risk pool.

Insurers are prohibited from imposing lifetime dollar limits on essential benefits, such as hospital stays, in new policies issued.

All new plans must cover certain preventive services, such as mammograms and colonoscopies, without charging a deductible, copay, or coinsurance.

AFFORDABLE CARE ACT, CONT'D

Dependents (children) will be permitted to remain on their parents' insurance plan until their 26th birthday.

Enhanced methods of Medicare fraud detection are implemented.

AFFORDABLE CARE ACT, CONT'D

Why it is important to stay current with any additional changes made to the Affordable Care Act?

Changes made may have an impact on health care providers as well as everyone receiving health care.

Lesson 2.2

THE ELECTRONIC MEDICAL RECORD

- 6. Explain how the implementation of a national EMR system would assist in a pandemic or national emergency.**
- 7. Identify the challenge a health care provider faces when implementing an EMR system as addressed in the American Health Insurance Portability and Accountability Act of 1996 (HIPAA).**
- 8. Explain the difference between the client server-based EMR and the cloud- or Web-based EMR.**
- 9. Identify the EMR system used by veterans' facilities.**
- 10. Explain the use of HIPAA-compliant mobile phone apps and patient portals.**
- 11. List three categories of telemedicine and three major advances aided by surgical robots.**

USE OF EMR IN PANDEMIC OR NATIONAL EMERGENCY

A spokesperson from the Center for Health Transformation reported that a national EMR system would provide local, state, and federal governments with the necessary data to:

- Direct therapies
- Direct medical personnel
- Direct supplies during an emergency

CHALLENGES OF IMPLEMENTING EMR

Confidentiality and security

- American Health Insurance Portability and Accountability Act of 1996:
 - Health care providers must make sure their EMR system is HIPAA compliant and that the EMR systems installed take care of all the privacy and information security issues.
 - Subtitle D of the HITECH Act addresses the privacy and security concerns associated with the electronic transmission of health information, in part, through several provisions that strengthen the civil and criminal enforcement of the HIPAA rules.

CLIENT SERVER-BASED EMR

Software that is hosted on the hospital internal server and licenses that are purchased outright

Many systems available

EXAMPLES OF CLIENT SERVER-BASED EMR SYSTEMS

Cerner® Solutions

EpicCare

Prognosis

VistA (Veterans Health Information Systems and Technology Architecture)

- An EMR application (app) used throughout the U.S. Department of Veteran Affairs medical system (1,400 VA facilities)

CLOUD- OR WEB-BASED EMR

Internet site that hosts data and programs instead of keeping them on an internal computer

- Also called virtualization of computer function

Services include software ranging from e-mail to entire IT platforms.

- Hosted in the cloud, meaning that someone else makes them available when needed

HIPAA-COMPLIANT MOBILE PHONE APPS AND PATIENT PORTALS

Canvas has developed HIPAA - HITECH-compliant mobile applications that are available for

- Android
- Blackberry
- Windows Mobile Smartphones
- iSALUS Healthcare has developed an iPhone mobile application.

PATIENT PORTALS

A patient portal is an online application that may allow a patient to:

- Register and complete forms online to:
- Request prescription refills
- Order eyeglasses and contacts.

PATIENT PORTALS, CONT'D

A patient portal may allow a patient to (cont'd):

- Access medical records
- Pay bills
- Review lab results
- Schedule necessary medical appointments,

THREE CATEGORIES OF TELEMEDICINE

Acquiring medical data, such as medical images and biosignals (EKG tracings, etc.), and then transmitting this data to a doctor or medical specialist at a remote site

Remote monitoring, which enables medical professionals to monitor a patient remotely using various technological devices

Interactive real-time interactions between patient and provider are provided through telephone conversations, online communication, and home visits.

ROBOTIC SURGERY

Major advances

- Remote surgery
- Minimally invasive surgery
- Unmanned surgery

TYPES OF ROBOTIC SURGERY

Supervisory-controlled system (Computer-assisted Surgery)

Telesurgical systems

Shared-control systems

Lesson 2.3

TYPES OF HEALTH INSURANCE

- 12. Explain the main characteristics of indemnity insurance, managed care, and workers' compensation insurance.**
- 13. Identify the federal and state program that provides health care for the indigent.**
- 14. Explain the differences among Medicare A, Medicare B, and Medicare D.**

INDEMNITY INSURANCE

Also known as fee-for-service insurance

Provides individuals the freedom and flexibility to control their own health decisions concerning doctor choices and medical treatments

Premiums are higher.

There are deductibles and other out-of-pocket expenses.

MANAGED CARE

Usually has a lower deductible and smaller copayment than an indemnity plan

Limited choices when it comes to doctors or hospitals

Physicians must be authorized by the managed care provider.

TYPES OF HMOS

Staff model HMO

Group model HMO

Individual practice association (IPA) model

Preferred provider organization (PPO)

MEDICAL SAVINGS ACCOUNT (MSA)

Also called health savings account (HSA)

Tax-free savings account that allows the individual to pay current medical expenses while saving for future health care

Two components:

- High-deductible insurance plan
- Savings account

WORKERS' COMPENSATION

Pays the medical bills and a significant portion of the lost wages when an on-the-job accident or illness results in injury or disability.

The employer pays a premium to an insurance carrier to meet the workers' compensation policy.

The injured worker must fill out a claim form and send it to the insurance carrier.

MEDICAID

Medicaid provides medical assistance for the indigent.

It has no entitlement features.

- Recipients must prove their eligibility.

MEDICARE

Medicare is health insurance for:

- People 65 or older
- People under 65 with certain disabilities
- Or people of any age with End-Stage Renal Disease (ESRD)

MEDICARE PART A

Medicare Part A (hospital insurance) helps cover:

- Inpatient care in hospitals
- Skilled nursing facility (SNF) care
- Hospice
- Home health care

MEDICARE PART B

Medicare Part B (medical insurance) helps cover:

- Doctors' services
- Hospital outpatient care
- Home health care
- Some preventive services

MEDICARE PART D

Medicare Part D (Medicare prescription drug coverage):

- A prescription drug option run by Medicare-approved private insurance companies
- Helps cover the cost of prescription drugs until a pre-set amount of money is reached

INSURANCE BILLING WITH MORE THAN ONE POLICY



HIGH PRIORITY

Many individuals are covered by more than one health insurance policy to assist in paying for medical expenses. The **primary insurance** is billed and pays first, and then the **secondary insurance** is billed and pays some or the entire amount of the charges that the primary insurance does not pay.

Lesson 2.4

HOSPITAL ORGANIZATION

- 15. List five functions a hospital may perform.**
- 16. List three ways in which hospitals may be classified.**
- 17. Explain what "Magnet status" signifies and at least six benefits a hospital would obtain by achieving Magnet status.**
- 18. Identify two agencies that set hospital operational guidelines.**
- 19. Describe the responsibilities of a hospital CEO and governing board.**

Lesson 2.4

HOSPITAL ORGANIZATION (CONT'D)

- 20. Identify the main function of each department in a provided list of hospital departments.**
- 21. Identify at least three health care delivery systems that provide long-term or custodial care for patients unable to care for themselves.**
- 22. Explain the basic concept of freestanding, in-home, or hospital-based hospice care.**
- 23. List three resources that may be used for finding health care job opportunities.**

HOSPITAL FUNCTIONS

Care and treatment of the sick

Education of physicians and other health care personnel

Research

Prevention of disease

Local health center

HOSPITAL CLASSIFICATIONS

The type of patient service offered

The ownership of the hospital

The type of accreditation the hospital has been given

MAGNET STATUS

Award given by ANCC to hospitals satisfying a set of criteria designed to measure the strength and quality of their nursing

Benefits:

- Enhanced nursing care
- Increased staff morale
- Appeal to high-quality physicians
- Reinforced positive collaborative relationships
- Improved patient quality outcomes
- Enhanced nursing recruitment
- Retention and a competitive advantage

HOSPITAL OPERATIONAL GUIDELINES

Hospital operational guidelines determined by:

- The American Hospital Association (AHA)
 - AHA guidelines address confidentiality, privacy, informed consent, patient rights, and the like.
- The Joint Commission (TJC)
 - TJC guidelines promote quality of care and dimensions of performance.

HOSPITAL ORGANIZATION: ADMINISTRATIVE PERSONNEL

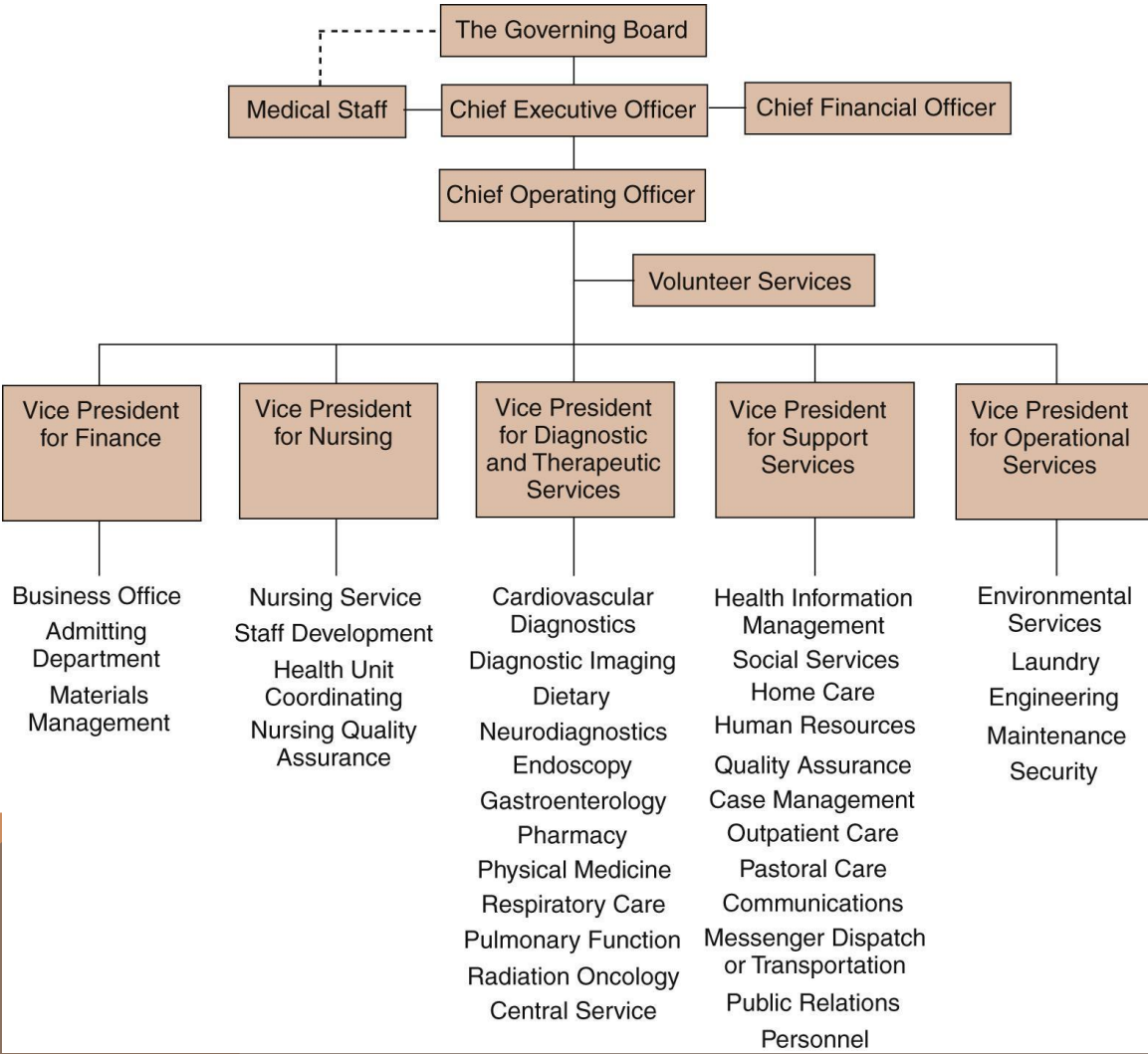
Governing Board

- Establishing policy
- Providing adequate financing
- Overseeing personnel standards

Chief Executive Officer (CEO)

- In direct charge of the hospital and responsible to the governing board
- Plans for the implementation of policies set forth by the governing board

HOSPITAL ORGANIZATIONAL STRUCTURE



HOSPITAL DEPARTMENTS

Business

- Business office
- Admitting

HOSPITAL DEPARTMENTS, CONT'D

Diagnostic and Therapeutic

- Cardiovascular diagnostics
- Diagnostic imaging
- Nutritional care
- Neurology
- Endoscopy
- Gastroenterology or GI lab

HOSPITAL DEPARTMENTS, CONT'D

Diagnostic and Therapeutic, cont'd

- Pathology or clinical laboratory
- Pharmacy
- Physical medicine
- Cardiopulmonary or respiratory care department
- Radiation oncology

HOSPITAL DEPARTMENTS, CONT'D

Support Services

- Case management
- Central supply/central service, materials management, or supply purchasing department
- Health information management system or medical records department
- Quality assurance

SUPPORT SERVICES: CENTRAL SUPPLY



SUPPORT SERVICES: CENTRAL SUPPLY



HOSPITAL DEPARTMENTS, CONT'D

Support Services, cont'd

- Social services
- Home care or discharge planning
- Patient advocate services
- Patient advocate, patient representative, or ombudsman
- Outpatient

HOSPITAL DEPARTMENTS, CONT'D

Support Services, cont'd

- Pastoral care
- Communications
- Transportation department
- Public relations
- Volunteer services

HOSPITAL DEPARTMENTS, CONT'D

Operational services

- Housekeeping or environmental services
- Mechanical services
- IT department/"help desk"
- Laundry or linens department
- Human resources
- Security

HEALTH CARE DELIVERY SYSTEMS FOR LONG-TERM AND CUSTODIAL CARE

Nursing homes (also called health care centers)

Skilled nursing facility (SNF)

Physical medicine and rehabilitation facilities

Hospice

HOSPICE

A concept of providing long-term health care services wherever necessary

Provides palliative and supportive care for terminally ill patients and their families.

Emphasis is placed on control of symptoms and preparation for and support before and after death.

Hospice can be freestanding, hospital-based, or home-based.

EMPLOYMENT IN THE HEALTH CARE FIELD

BOX 2-4

HEALTH CARE EMPLOYMENT RESOURCES

Web listings of local job openings
Newspaper classifieds
School job placement center, career counselors, or
instructors
Health care hotlines
Employment agencies
Library resources
Health care facility websites and bulletin boards
Networking with professionals in the field
Networking with NAHUC members
Local NAHUC representative

Useful Web Sites

www.jobsearch.monster.com
www.careerbuilder.com
www.beyond.com
www.hound.com
www.job.com
www.simplyhired.com