

# THE NEW REALITIES

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## OF THE GREAT AMERICAN NON-SYSTEM OF MEDICINE

...AND YOU!

Will Jenkins, MD  
Las Vegas Memorial





“THE FIRST RESPONSIBILITY  
OF A LEADER IS  
TO DEFINE REALITY”

Max De Pree

Former Herman Miller CEO & Author of *Leadership Is an Art*

# Most Frequently Identified Root Causes of Sentinel Events Reviewed by The Joint Commission by Year

*The majority of events have multiple root causes  
(Please refer to subcategories listed on slides 5-7)*

2008 (N=927 )		2009 (N=936 )		2010 (N=802 )	
Assessment	465	Assessment	602	Leadership	710
Care Planning	83	Care Planning	136	Human Factors	699
Communication	510	Communication	612	Communication	661
Continuum of Care	96	Continuum of Care	97	Assessment	555
Human Factors	453	Human Factors	614	Physical Environment	284
Information Management	209	Information Management	250	Information Management	226
Leadership	510	Leadership	653	Operative Care	160
Medication Use	81	Medication Use	83	Care Planning	135
Operative Care	113	Operative Care	138	Continuum of Care	112
Physical Environment	185	Physical Environment	237	Medication Use	86

*The reporting of most sentinel events to The Joint Commission is voluntary and represents only a small proportion of actual events. Therefore, these root cause data are not an epidemiologic data set and no conclusions should be drawn about the actual relative frequency of root causes or trends in root causes over time.*

# COMPLEXITY

- 9000 BILLING CODES
- 6600 DRUGS
- >4000 PROCEDURES

# COST

- 5% OF THE POPULATION SPENDS 60% OF THE HEALTHCARE DOLLARS
- 1% OF THE POPULATION USES 35% OF ALL HEALTHCARE DOLLARS

# ECONOMICS

- HEALTHCARE IS CURRENTLY \$2.8 TRILLION (OR 18.2% OF OUR GNP)
- PROJECTION: 19.3% BY 2019



# REALITY

- WE CANNOT ECONOMICALLY PROSPER WHEN 7% OF THE ECONOMY WASTES 30-50% OF WHAT IT SPENDS

# QUALITY

- WE SPEND TWICE AS MUCH PER PERSON FOR HALF THE QUALITY OF THE REST OF THE INDUSTRIALIZED WORLD

- IN 2011 WE SPENT \$2 TRILLION  
(\$700 BILLION OF WHICH FAILED TO  
IMPROVE HEALTH AND OFTEN LED TO HARM)
- WE RANK 48<sup>TH</sup> IN INFANT  
MORTALITY
- 134<sup>TH</sup> IN OVERALL MORTALITY  
WORLDWIDE

# ACCESS

- NEARLY 50 MILLION UNINSURED
- MAJORITY OF MONEY GOES TO THE SAME FIVE DISEASES
- LOOMING SHORTAGE OF 85,000 PHYSICIANS

# FIVE DISEASES

- DIABETES
- CONGESTIVE HEART FAILURE
- CORONARY ARTERY DISEASE
- ASTHMA
- DEPRESSION

# SAFETY

- WE KILL 22-30 PATIENTS PER HOUR
- EQUIVALENT OF CRASHING TEN 747S EVERY WEEK
- 100,000 – 250,000 PATIENTS PER YEAR

# SAFETY CONTINUED...

- PHYSICIAN PRACTICE STYLES ARE CULTURALLY TRANSMITTED!

# SAFETY CONTINUED...

- WE ROUTINELY  
ORDER UNNECESSARY  
TESTS



# SAFETY CONTINUED...

- WE PERFORM  
UNNECESSARY  
SURGERY

# SAFETY CONTINUED...

- THE USE OF CAT  
SCANNING HAS NOT  
IMPROVED  
DIAGNOSES

# SAFETY CONTINUED...

- THE TYPE OF SPECIALIST AVAILABLE DETERMINES THE TESTING A PATIENT RECEIVES; “WHO YOU SEE IS WHAT YOU GET.”

# SAFETY CONTINUED...

- ROEMER'S LAW: MEDICAL DEMAND EXPANDS AUTOMATICALLY TO CONSUME AVAILABLE RESOURCES.

# SAFETY CONTINUED...

- WE PRESCRIBE THE WRONG DRUGS AND/OR FAIL TO MONITOR SIDE EFFECTS

# SAFETY CONTINUED...

- WE DELIVER  
RECOMMENDED CARE  
ONLY 55% OF THE  
TIME

# SAFETY CONTINUED...

- WE PRE-JUDGE, AND  
FAIL TO LISTEN

# SAFETY CONTINUED...

- WE PHYSICIANS FIRMLY BELIEVE THAT WE ARE DOING THE RIGHT THING THE VAST MAJORITY OF THE TIME!



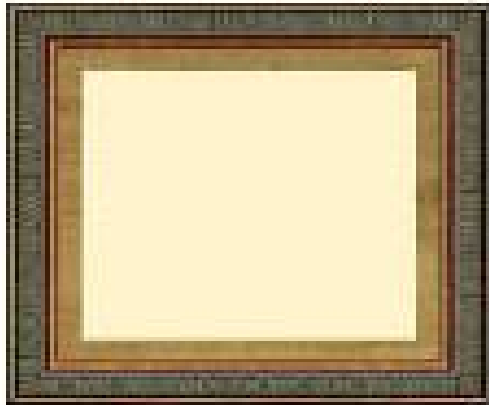






Take the red pill....













# CULTURE

NONE OF THIS IS HEADLINE NEWS.

“THE WORLD AS WE HAVE  
CREATED IT IS A PROCESS OF  
OUR THINKING.

IT CANNOT BE CHANGED  
WITHOUT CHANGING OUR  
THINKING.”

ALBERT EINSTEIN

“NO MAN IS AN ISLAND!”

JOHN DONNE  
POET 1572-1631