



CALIFORNIA  
HEALTHCARE  
FOUNDATION

# *The Promise of eHealth*

---

**Mark D. Smith MD MBA**

eHealth Summit

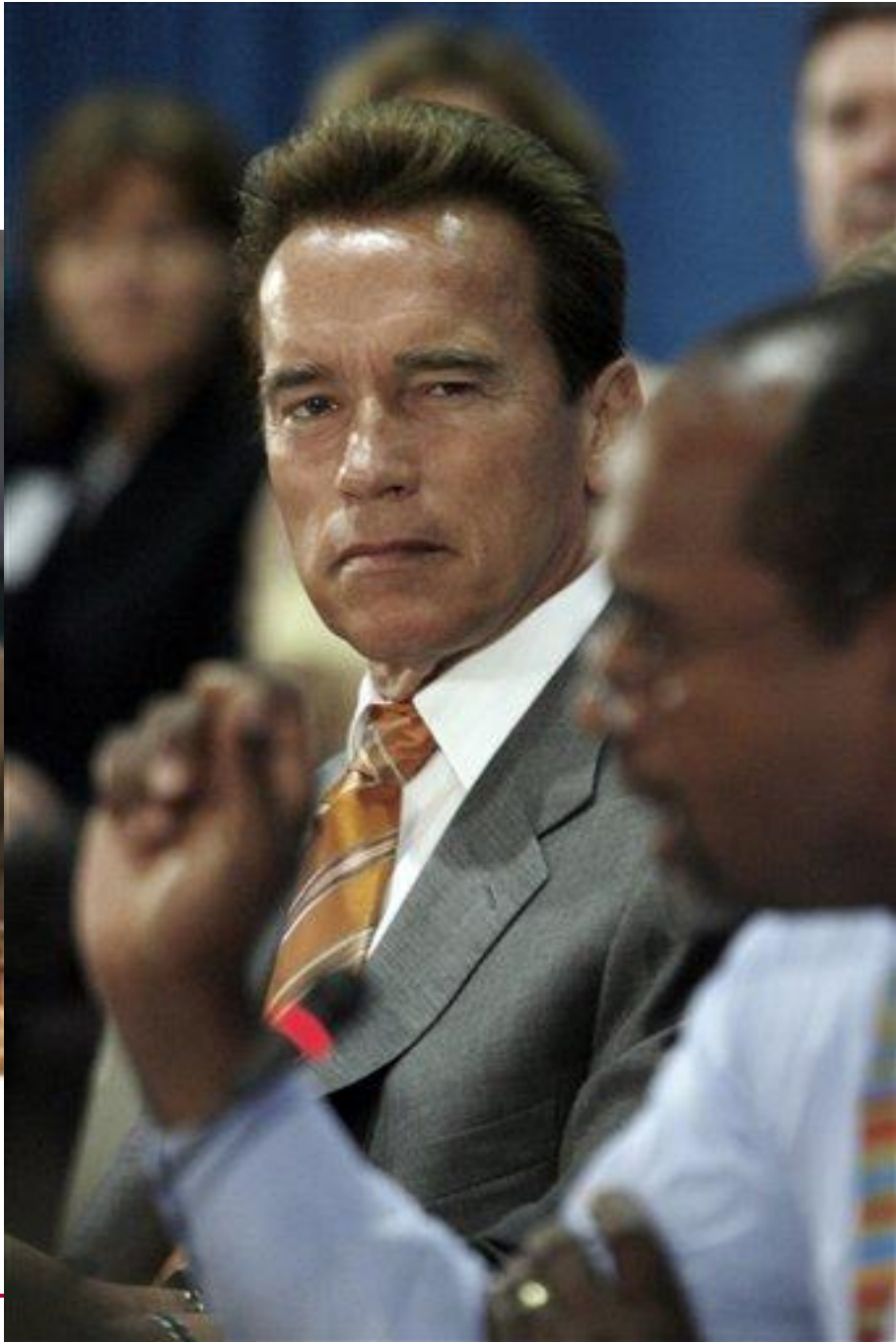
Pat Brown Institute

December 2011

[www.chcf.org](http://www.chcf.org)

# Outline

- How bad is it?
- Bright spots on the horizon
- Policy obstacles  
and suggested solutions



# Banking ...

PERSONAL ▾

SMALL BUSINESS ▸

CORPORATE & INSTITUTIONAL ▸

ABOUT BANK OF AMERICA ▸

## Online Banking

Easy. Secure. Free.

**Enroll** [View demo](#) | [Learn more](#)

Enter Online ID:

Save this Online ID

Account in:

[Where do I enter my Passcode?](#)

**Sign In**

[Forgot or need help with your ID?](#)  
[Reset Passcode](#)

### Your Privacy & Security

[Report phishing email](#)  
[McAfee® - 1 year free](#)  
[Know your credit scores](#)  
[Our security commitment](#)

### ATMs & Banking Centers

Enter ZIP code or city, state

**Go**

[More search options](#)

**Help for homeowners  
facing hardship.**

[Find out more »](#)

## Bank online. Take control.

See your accounts in one place. Accessible any time.  
Managing your finances should always be so effortless.

**Get Started**



### Products & Services

[Checking](#)  
[Savings & CDs](#)  
[Credit Cards](#)  
[Mortgage](#)  
[Refinance](#)  
[Home Equity](#)  
[Auto Loans](#)  
[Insurance & Protection](#)  
[IRAs](#)

[Open an Account »](#)



**The Student  
Package**—more  
than just a  
checking account.  
[Learn more >>](#)

### Manage Your Money

[Online Investing](#)  
[Order Check Card](#)  
[Facts About Fees](#)  
  
**Online Banking »**  
[View Your Accounts](#)  
[Bill Pay](#)  
[Use Mobile Banking](#)  
[Track Your Expenses](#)

[Enroll in Online Banking»](#)



**Keep the Change®**  
Build your savings  
automatically.  
[Learn more >>](#)

### Achieve Your Goals

**Investment Services**  
[Merrill Lynch](#)  
[Plan for Retirement](#)  
  
[Keep the Change®](#)  
[Add It Up™ Cash Back](#)  
[Financial Solutions](#)  
[Student Banking](#)  
[Search for a Home](#)

[More Options »](#)



Solutions  
for you  
from  
**Merrill Lynch.**  
[Learn more >>](#)

**Bank online. Take control of your accounts 24/7.**  
[Get Started »](#)

Facing financial hardship? We may be able to help.

# Travel arrangements ...



Welcome Mark [ Sign Out ] My Itineraries | My Account | Customer Support | Feedback

Home **Vacation Packages** Hotels Cars Flights **NO FEES** Cruises Activities **DEALS & OFFERS** Maps Business Travel Rewards

Where you book matters.™

- Flight
- Hotel
- Car
- Cruise
- Activities
- Flight + Hotel
- Flight + Car
- Flight + Hotel + Car
- Hotel + Car

  
Book **FLIGHT + HOTEL**  
at the same time  
**SAVE UP TO \$450\***  
[Learn more](#)

- Roundtrip
- One way
- Multiple destinations

My dates are flexible (popular US routes only)

Leaving from:  Going to:

Departing:  Time:  Returning:  Time:

Adults (19-64):  Seniors (65+):  Children (0-18):

Additional search options (airline, class, nonstop)

**SEARCH FOR FLIGHTS** ▶

WHY IT PAYS  
TO BOOK WITH  
**EXPEDIA**

- More hotels (and more deals!) in more places
- Serious savings on Flight + Hotel packages
- No Expedia change or cancel fees on hotels & more

## Summer Vacation Sale



### Rooms are going fast!

Save up to **40%** on hotels NOW

## DEALS FROM WASHINGTON DC

- Roundtrip Beach Deals **from \$126+**
- Jackpot! Vegas Hotel Specials **save up to 40%**
- Hot NYC Hotel Deals **save up to 40%**

[View all deals and offers >>](#)

[Last-Minute Deals](#) | [Book Early & Save](#) | [Hot Deals](#)

More great deals delivered to your inbox!

# Research



backg

# Medical Consultation



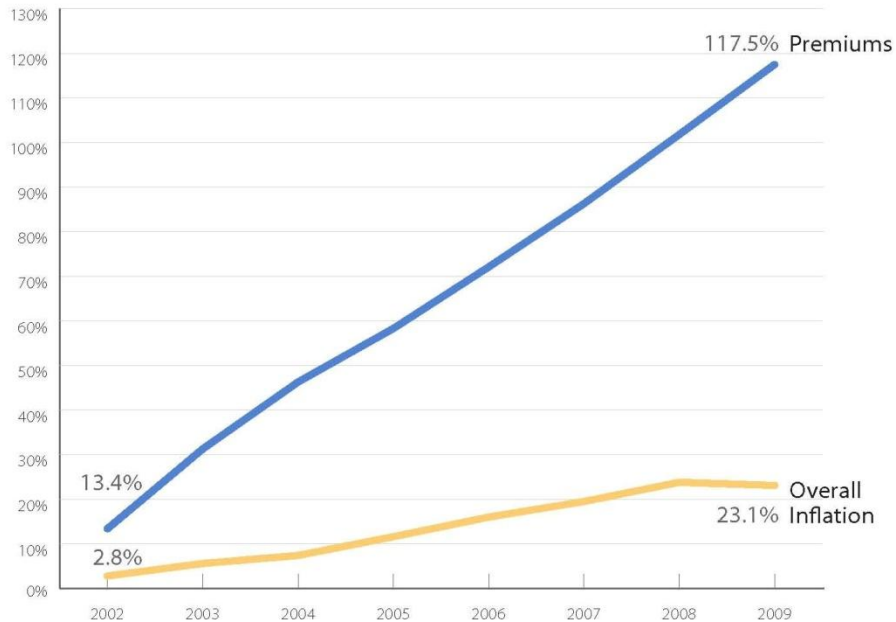


# The Promise of eHealth

- **Elimination of Waste >> Cost reduction**
- Increased convenience for patients
- Better evidence for decision-making
- A better life for providers

# Health insurance premiums outpace inflation

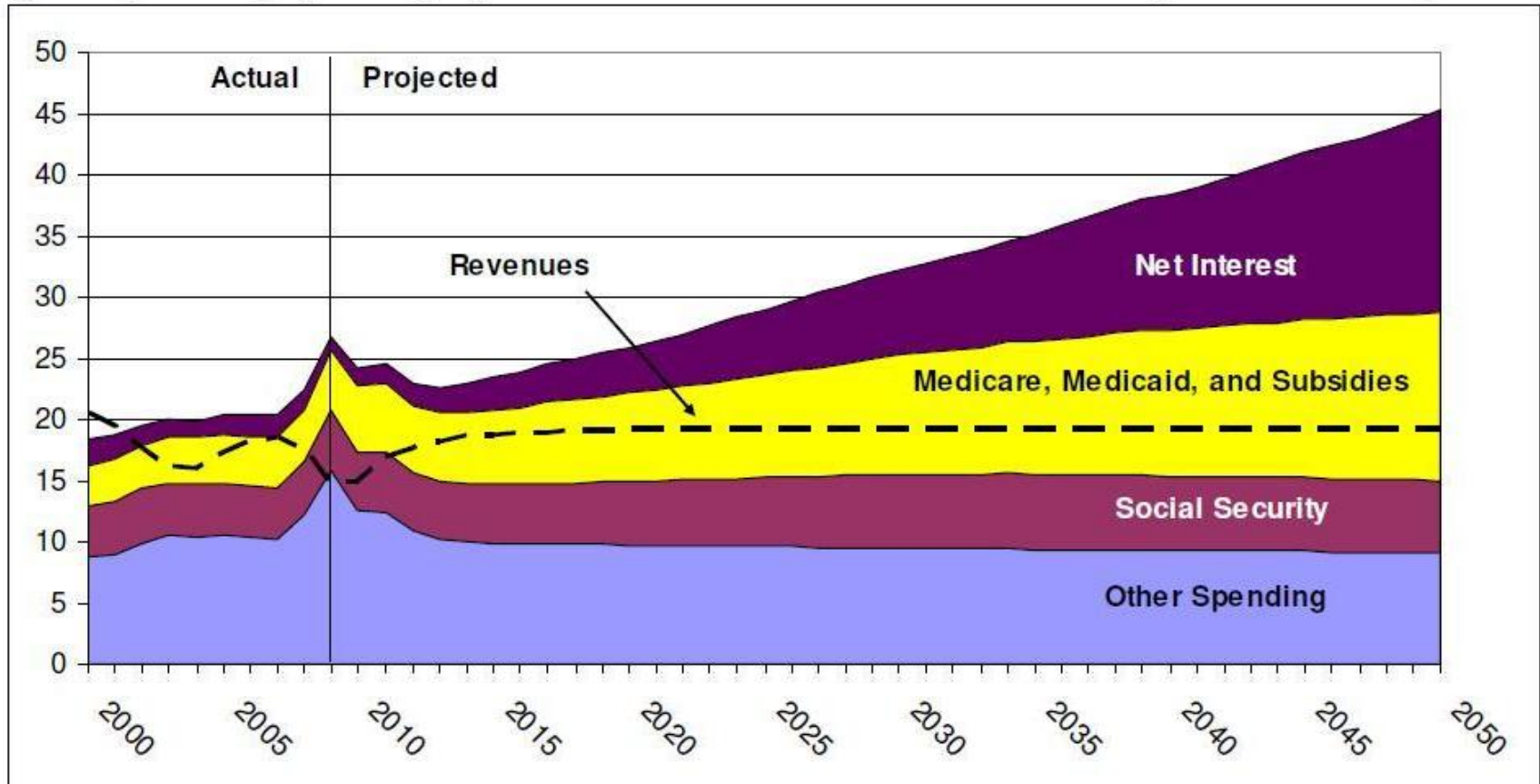
Cumulative Premium Increases Compared to Inflation,  
California, 2002–2009



Sources: California HealthCare Foundation (CHCF)/NORC California Employer Health Benefits Survey: 2007–2009, CHCF/HSC California Employer Health Benefits Survey: 2005–2006, CHCF/HRET California Employer Health Benefits Survey: 2004, Kaiser/HRET California Employer Health Benefits Survey: 2002–2003, California Division of Labor Statistics and Research, Consumer Price Index, California Average of Annual Inflation (April to April) 2002–2009.

# Health Care and interest payments crowd out everything else

Fig. 2: Spending by Category in CBO's Alternative Fiscal Scenario (percent of GDP)



Source: CBO "Long Term Budget Outlook" – June 30, 2010

# The Promise of eHealth

- Elimination of Waste >> Cost reduction
- Increased convenience for patients
- Better evidence for decision-making
- A better life for providers

# Bright Spots

- Computing Power
- Health Care Reform
- Patient/Consumer Demand

# Health Reform: How big a deal?



***“This is a big f\*\*\*in’ deal”***

**- Vice President Biden**

# The Kaiser Permanente Electronic Health Record: Transforming And Streamlining Modalities Of Care

EHRs can help achieve more-efficient contacts between patients and providers, while maintaining quality and satisfaction.

**by Catherine Chen, Terhilda Garrido, Don Chock, Grant Okawa, and Louise Liang**

**ABSTRACT:** We examined the impact of implementing a comprehensive electronic health record (EHR) system on ambulatory care use in an integrated health care delivery system with more than 225,000 members. Between 2004 and 2007, the annual age/sex-adjusted total office visit rate decreased 26.2 percent, the adjusted primary care office visit rate decreased 25.3 percent, and the adjusted specialty care office visit rate decreased 21.5 percent. Scheduled telephone visits increased more than eightfold, and secure e-mail messaging, which began in late 2005, increased nearly sixfold by 2007. Introducing an EHR creates operational efficiencies by offering nontraditional, patient-centered ways of providing care. [*Health Affairs* 28, no. 2 (2009): 323–333; 10.1377/hlthaff.28.2.323]

**A** GROWING BODY OF LITERATURE CONFIRMS the value of electronic health records (EHRs) in improving patient safety, improving coordination of care, enhancing documentation, and facilitating clinical decision making and adherence to evidence-based clinical guidelines.<sup>1</sup> However, less is known about EHRs' impact on the efficiency of outpatient care. A recent Congressional Budget Office (CBO) report notes the paucity of documented benefits of health information technology (IT) for providers and hospitals that are not part of inte-

# Policy Obstacles/Policy Solutions

- Payment philosophy  
Turnstiles and Hotels >>> Quality and Patient Experience
- Licensure and scope of practice  
Rigidity and turf protection >>> technology-enabled  
“minimally-trained safe practice”
- Imprisoned Data >>> **Free the Data!**

Find Help Medical Providers

Sort By: Featured

WEST OAKLAND HEALTH CENTER ...  
Mental Health Clinic

1.0 miles - Tap for map, phone & more

SENECA CENTER BUILDING BLOCKS  
Mental Health Clinic

2.5 miles - Tap for map, phone & more

SANKOFA ACADEMY  
Mental Health Clinic

3.0 miles - Tap for map, phone & more

WESTCOAST CHILDREN'S CLINIC  
Mental Health Clinic

3.1 miles - Tap for map, phone & more

STARS BEHAVIORAL HEALTH GRO...  
Mental Health Clinic

5.3 miles - Tap for map, phone & more

SOUTH OF MARKET MENTAL HEAL...

# Outline

- How bad is it?
- Bright spots on the horizon
- Policy obstacles  
and suggested solutions

# The Promise of eHealth

