

Health Care Out of Control

The Business Case for the C-Suite Taking Control of Its Health Care Spend to Make Health Care a Controllable Cost

Health Care Quality

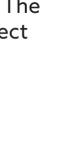
Health care quality in the U.S. is a hit and miss proposition. Excellent, top-rated doctors work in the same practice with low-rated, potentially deadly doctors facing multiple malpractice suits. High-quality and safe top-ranked hospitals and surgery centers often are within a few miles of low-ranked facilities with high infection rates or little experience with your condition or surgery.

But how do you and your employees know the difference? While quality and safety data are often difficult for consumers to find, it is readily available to the health insurance companies. So why does your insurance company refuse to identify the best providers and warn against the dangerous ones?

Here are some of the health care dangers that insurance companies refuse to prevent.



MISDIAGNOSIS



When you are sick, nothing is more critical to your recovery than an accurate and timely diagnosis. The correct and effective treatment requires a correct diagnosis... and time often is a factor.

1 in 20



adult outpatients (12 million people) are misdiagnosed every year.

SOURCE: The Frequency of Diagnostic Errors in Outpatient Care, *BMJ Quality & Safety.*

50%

of these errors could be potentially harmful



30% of cancer is misdiagnosed

40% of heart stents are misdiagnosed



55% of spine surgery is misdiagnosed

SOURCE: EdisonHealthcare.com



1 in 5

20%

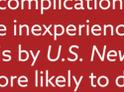
original diagnoses are totally WRONG

SOURCE: Mayo Clinic, reporting on the outcomes of their second opinions, "Extent of diagnostic agreement among medical referrals," *Journal of Evaluation in Clinical Practice.*

With misdiagnosis so common, an independent second opinion is an obvious fix. Why doesn't your insurance company require a second opinion for you and your employees on serious diagnoses and surgeries? Why do they allow you and your employees to risk a harmful and potentially deadly misdiagnosis?

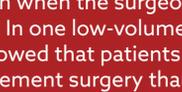
INAPPROPRIATE CARE

Misdiagnosis obviously can lead to inappropriate care but, too often, overtreatment or ill-advised treatment also results in costly and potentially harmful inappropriate care.



3.5M hospital stays among adults in 2017 were potentially preventable

SOURCE: "AHRQ Stats," *Agency for Healthcare Research and Quality*



10% of hospital admissions are inappropriate

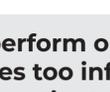
SOURCE: "U.S. Health Care: Facts About Cost, Access, and Quality," *Rand Corporation*



33%

of surgical procedures are not supported by clinical research and may be harmful to patients

SOURCE: "U.S. Health Care: Facts About Cost, Access, and Quality," *Rand Corporation*



44%

of coronary artery bypass graft surgery is inappropriate

SOURCE: "U.S. Health Care: Facts About Cost, Access, and Quality," *Rand Corporation*

Your insurance company has highly trained clinicians – physicians and nurses – on staff to review and approve medical procedures and hospital admissions. Why do they put you and your employees at risk by allowing this level of inappropriate and potentially harmful treatment?

HOSPITAL SAFETY & QUALITY

Hospitals are supposed to be a place of treatment and healing that restores health. In far too many instances, patients who enter the hospital for a standard, even minor, procedure are harmed or even killed, victims of "preventable errors, accidents, injuries, and infections."



400,000

Americans die annually from preventable medical errors

SOURCE: "A New, Evidence-based Estimate of Patient Harms Associated with Hospital Care," *Journal of Patient Safety*

leading cause of death in the U.S. after heart disease and cancer is preventable medical errors



SOURCE: "Medical Error -- The Third Leading Cause of Death in the U.S.," *The BMJ*

GRADE C

of general acute-care hospitals in the U.S. graded a "C" or below for preventable errors, accidents, injuries, and infections

42%

SOURCE: 2020 Leapfrog Hospital Safety Grades, *The Leapfrog Group*

In hospitals, a high volume of a particular surgical procedure equates to high quality. Patients undergoing high-risk surgeries are more likely to suffer complications, harm, or even death when the surgeon and hospital are inexperienced at that procedure. In one low-volume hospital, an analysis by *U.S. News & World Report* showed that patients were 24 times more likely to die from a knee replacement surgery than in the highest-volume facilities.



87.8%

of hospitals perform open aortic (heart) procedures too infrequently to ensure patient safety and high-quality medical outcomes.

SOURCE: Safety in Numbers: Hospital Performance on Leapfrog's Surgical Volume Standard, *The Leapfrog Group*

of hospitals perform rectal cancer surgery too infrequently to ensure patient safety and high-quality medical outcomes.



90.9%

SOURCE: Safety in Numbers: Hospital Performance on Leapfrog's Surgical Volume Standard, *The Leapfrog Group*

Your insurance company knows which are the safest and most effective hospitals and which are the most dangerous in your area. Why don't they refer you and your employees to the safest hospitals? Why do they let you and your employees risk selecting a low-quality or unsafe hospital?

PHYSICIAN QUALITY

All physicians are not created equal. While that seems obvious, patients tend to treat every doctor with complete deference, without any thought to the fact that their doctor could have a low quality score or even have lost multiple malpractice suits. When needing serious medical care or surgery, who doesn't want a top-rated doctor?

50%

of all surgeons produce below average surgical results

SOURCE: "Half of All Doctors Are Below Average," *The BMJ*

29.5%

of all surgeons are NOT board certified, the premier designation that confirms doctors are experts in their chosen specialty

SOURCE: "Half of All Doctors Are Below Average," *The BMJ*

35%

of outpatient surgery centers use surgeons who are NOT board certified

SOURCE: Safety in Numbers: Hospital Performance on Leapfrog's Surgical Volume Standard, *The Leapfrog Group*

2%

of physicians are responsible for 39% of medical malpractice claims in the U.S

SOURCE: "Changes in Practice among Physicians with Malpractice Claims," *New England Journal of Medicine*

Your insurance company knows who are the top-rated, highest quality physicians and who are the low-rated doctors in your area. Why don't they refer you and your employees to the top doctors? Why do the insurance companies let you and your employees risk selecting a bad, potentially dangerous physician?