



Healthcare, Inc.

Steve Lindstrom: OLLI Fall Course 2023

Creating Value in Your Own Healthcare



Value-Based Healthcare DIY

It is a set of approaches that help you manage your own health.

This could be your physical health, mental health, or both.

- Self-management involves:
 - Finding out more about your condition
 - Learning new skills to help you manage your health
 - Working in partnership with your health team
 - Choosing what is right for you.

Empower You and Improve Health

- If have a chronic condition, on average spend less than 4 hours per year with a professional medical team
- Right tools help the rest of the time
- People who are actively involved in care shown to have better outcomes

Health Professionals

What to expect

- Providing you with access to a wide range of information
- Helping you develop an action plan
- Listening actively to your concerns
- Most up-to-date clinical advice
- Positive total customer experience

Top Tips

Communicate with Doctor

- Ask questions
 - Prepare and research in advance
 - Make sure you understand the answer
 - If the doctor is reluctant, consider a change
 - Bring written questions with you and hand doc a copy
 - What are my options?
 - Possible complications?
 - What research is this decision based upon?
 - What support is available

Top Tips

Communicate with Doctor

- Explain what has been going on
 - Keep a diary starting when symptoms start
 - What has happened
 - Do they happen at the same time, after food, wake up, etc
 - Take vital readings if appropriate BP, HR, Blood Glucose, Exercise,
 - After treatment or Rx, keep a journal of changes
 - Bring to post-op visit or send to Doctor
- Make sure your PCP gets informed of all that has transpired with any specialist
- The specialist informed of PCP

Top Tips

Research

- Do your research
 - Learn all you can from reliable resources
 - NIH Pubmed
<https://pubmed.ncbi.nlm.nih.gov>
 - Centers for Disease Control CDC
<https://www.cdc.gov/health-topics.html>
 - Mayo Clinic
<https://www.mayoclinic.org/diseases-conditions>
 - WebMD
<https://www.webmd.com>
 - Doctor recommended sites
 - Disease-specific sites
 - Diabetes
<https://diabetes.org>
 - Cancer
<https://www.cancer.org>
 - COPD
<https://www.copdfoundation.org>

Top Tips

Medications

- Take your medications as prescribed
- Check with the physician prior to stopping
- Verify what you pick up from the pharmacy with what you have been prescribed
- Generic available?
- Get a pill organizer

Top Tips

Diagnosis

- Acceptance
- Set goals
 - Unique
 - Realistic
- Exercise as appropriate
 - Pre op
 - Post op
- Plan for setbacks

Top Tips

Keep Records

- Use Electronic Health Record if available
- Print out or save to the computer
 - List of Problems/ Diagnosis
 - Prescriptions, Dose, Usage
 - Allergies
 - Immunizations
- EOB
 - Keep
 - Scrutinize/ Understand

PCP

Choosing and Managing

“Best doctors are not threatened by questioning, skeptical patients”

Primary Care Physician

- Internal Medicine for most people
- Specialist for some chronic issues – when the predominance of issues are related to one disease
 - Heart Cardiologist
 - Lung Pulmonologist
 - Diabetes Endocrinologist
 - Geriatrician multiple conditions, functional decline, complex medications
- Someone who will be with you when you need them
 - Younger than you by 10-30 years
 - In a large group practice with a stable group of physicians
 - Easily find someone else if they retire or leave, practice will want to keep you.

PCP

Choosing and Managing

Primary Care Physician

- Check out background
 - Practice website
 - Med School
 - Residence
 - Fellowship
 - Board Certification
 - Issues with Board of Medical Examiners Verification site <https://apps.health.tn.gov/Licensure/default.aspx>
- What makes the best physicians
 - Years in Practice Experience
 - Years since Fellowship Up to date training on newest methods and practice
 - Where trained Prestigious is good as they have tough selection but not always turn out best
- Set up short interview with prospective physician to determine a fit

PCP

Choosing and Managing

- Call your PCP for advice on seeking urgent care vs. waiting for an office or telemedicine appointment
- Get all lab tests done in advance of meeting with a physician so you both can have the info at hand.
- Look up the lab tests from previous tests to see trends
- Understand the lab test results before the visit and listen to what they say.
- If treatment is advised, ask if cheaper or other alternatives should be considered.
- If hospitalized, will you see me in the hospital? If not, who will be communicating with you in real time? You want them to be involved and aware of all major decisions.
- Ask the physician or business manager who owns the practice.

Specialist

Choosing and Managing

- Board Certified and date of last renewal
- Referred by your PCP
 - Ask what experience they have with this physician and why they recommend them vs. another
 - In-network
 - How they might fit you best
- Referred by a friend who had a positive outcome
 - Clinically
 - Bedside manner
- Call your health plan for a referral

Specialist

Choosing and Managing

- In your initial visit:
 - Did they give you their first name or just "Doctor Jones"? make your own assessment
 - Ask them how long they have been practicing and why they got into medicine
 - How many of the specific procedures they are proposing they have performed?
 - Has this always been the one or when did they change the recommended procedure?
 - Did they listen to you?
 - How close did they sit to you? Meet you where you are or sit across the room.
 - Did they COMPLETELY explain to you the procedure, why it was the best among choices, risks, outcomes, and any research available to help you have confidence?
- Check record with the Board of Medical Examiners

Watchful Waiting

- Do not necessarily feel the need for urgent treatment
- Chest pain, severe shortness of breath, sudden double vision.... YES
- Most problems resolve themselves

If you are Hospitalized

- Make sure that the hospital is in the network
- Get a price estimate for your diagnosis, procedure, and DRG from the hospital according to the “No Surprise Law”.
- If assigned to a private room, make sure that is covered.
- Review the financial responsibility form for services not covered.
- Co-payments and deductibles should have been provided in the estimate
- Consider writing in “as long as providers are in my insurance network” or “consent is limited to in-network care only and excludes out-of-network care”. This assures you of no surprise if a provider you don’t know ends up treating you that is not in the network.
- Be clear on the terms of your stay. Admitted or being held under “observation status”. May be determined to be outpatient coverage vs. inpatient.
- Medicare requires 3 days of inpatient stay to be eligible for a nursing home or rehab center after discharge.

If you are Hospitalized

- If you are feeling well enough or have a friend or family member in the room, ask to know the identity of everyone who enters the room, what he or she is doing, and on whose orders.
- You need a gatekeeper. Write everything down. Everything that is done for you is going to be billed.
- **Ask questions if not sure.** Ask to see the charge nurse or doctor on the floor.
- If the hospital tries to send you home with equipment you don't need, refuse it, even if covered by insurance. Slings, braces, wheelchairs, etc. can be purchased online or at local pharmacies.
- Request a complete itemized bill, even if paid by your insurance. Make sure they only have paid for what you received. Check against your notes.
- Advocate for going home as soon as possible. Ask about at-home services available.
- Hospitals are dangerous places to be.

Hospitals Reference Check

US News and World Report

https://health.usnews.com/health-care/best-hospitals/articles/best-hospitals-honor-roll-and-overview



HEALTH »

Hospitals

Doctors

Senior Living

Diets & Nutrition

Medicare

Health & Wellness



Health / Best Hospitals / Best Hospitals Honor Roll and...


America's Best Hospitals: the 2023-2024 Honor Roll and Overview

U.S. News ranks the top hospitals in the nation, plus the best hospitals in each state and metro area.

By [Ben Harder](#) | Aug. 1, 2023, at 12:01 a.m.



For more than 30 years, the mission of U.S. News & World Report's annual [Best Hospitals rankings](#) has been to help guide patients, in consultation with their doctors, to the right hospital when they need care. Because each patient's needs are different, U.S. News offers rankings and

Search for 

1. [10 BEST CARDIOLOGY HOSPITALS NEAR ME](#) →

Local Hospital Makes Top List

In very good
company!

U.S. News 2023-2024 Best Hospitals Honor Roll

These medical centers, listed in alphabetical order, are among the best of the Best Hospitals:

- [Barnes-Jewish Hospital](#), St. Louis.
- [Brigham and Women's Hospital](#), Boston.
- [Cedars-Sinai Medical Center](#), Los Angeles.
- [Cleveland Clinic](#).
- [Hospitals of the University of Pennsylvania-Penn Presbyterian](#), Philadelphia.
- [Houston Methodist Hospital](#).
- [Johns Hopkins Hospital](#), Baltimore.
- [Massachusetts General Hospital](#), Boston.
- [Mayo Clinic](#), Rochester, Minnesota.
- [Mount Sinai Hospital](#), New York City.
- [New York-Presbyterian Hospital-Columbia and Cornell](#), New York City.
- [North Shore University Hospital at Northwell Health](#), Manhasset, New York.
- [Northwestern Medicine-Northwestern Memorial Hospital](#), Chicago.
- [NYU Langone Hospitals](#), New York City.
- [Rush University Medical Center](#), Chicago.
- [Stanford Health Care-Stanford Hospital](#), Stanford, California.
- [UC San Diego Health-La Jolla and Hillcrest Hospitals](#), San Diego.
- [UCLA Medical Center](#), Los Angeles.
- [UCSF Health-UCSF Medical Center](#), San Francisco.
- [University of Michigan Health-Ann Arbor](#).
- [UT Southwestern Medical Center](#), Dallas.
- [Vanderbilt University Medical Center](#), Nashville



(GETTY IMAGES)

Hospitals Reference Check

https://www.hospitalsafetygrade.org/search?findBy=city&city=Nashville&state_prov=TN&rPos=340&rSort=distance

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Patient Safety?

Your Hospital's
Safety Grade

What You Can Do
to Stay Safe

For Hospitals

Licensure
& Permissions

About
Our Movement



How Safe is Your Hospital?

Search By City/State

Nashville

TN

Search

1 Recent Searches

Hospital Matches

17 hospitals matching Nashville, TN

List

Map

Sort by Distance



This Hospital's Grade

Ascension Saint Thomas Midtown Hospital

All Providers Reference Check

An official website of the United States government [Here's how you know](#) v

[Cambiar a español](#)

Medicare.gov

Basics v

Health & Drug Plans v

Providers & Services v

Chat

Log in

Find & compare providers near you.



 Not sure what type of provider you need?
[Learn more about the types of providers.](#)

Feedback



Welcome



Doctors & clinicians



Hospitals



Nursing homes including rehab services



Home health services



Hospice care

Welcome!

You can use this tool to find and compare different types of Medicare providers (like physicians, hospitals, nursing homes, and others). Use our maps and filters to help you identify providers that are right for you.

All Providers

Medicare.gov

Basics ▾

Health & Drug Plans ▾

Providers & Services ▾

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Log in

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What's new Print

MY LOCATION *

608 Cobert Lane, Frankli...

SELECT PROVIDER TYPE *

Hospitals ▾

NAME & TYPE (optional)

Facility name or type

Search

Filter by:

Distance: 25 mi ▾

Overall star rating ▾

Patient survey rating ▾

Emergency services ▾

Hospital type ▾

Affiliated doctors & clinicians ▾

[Clear all filters](#)

Showing 1 - 15 of 20 hospitals

Sort by: Closest ▾

1. Rolling Hills Psychiatric Hospital

1.6 mi PSYCHIATRIC

2014 Quail Hollow Circle
Franklin, TN 37067
(615) 226-4930

Overall star rating

Not available ¹⁹

Patient survey rating

Not available ¹⁹

Compare



2. Williamson Medical Center

1.8 mi ACUTE CARE HOSPITALS

4321 Carothers Parkway
Franklin, TN 37067
(615) 435-5000

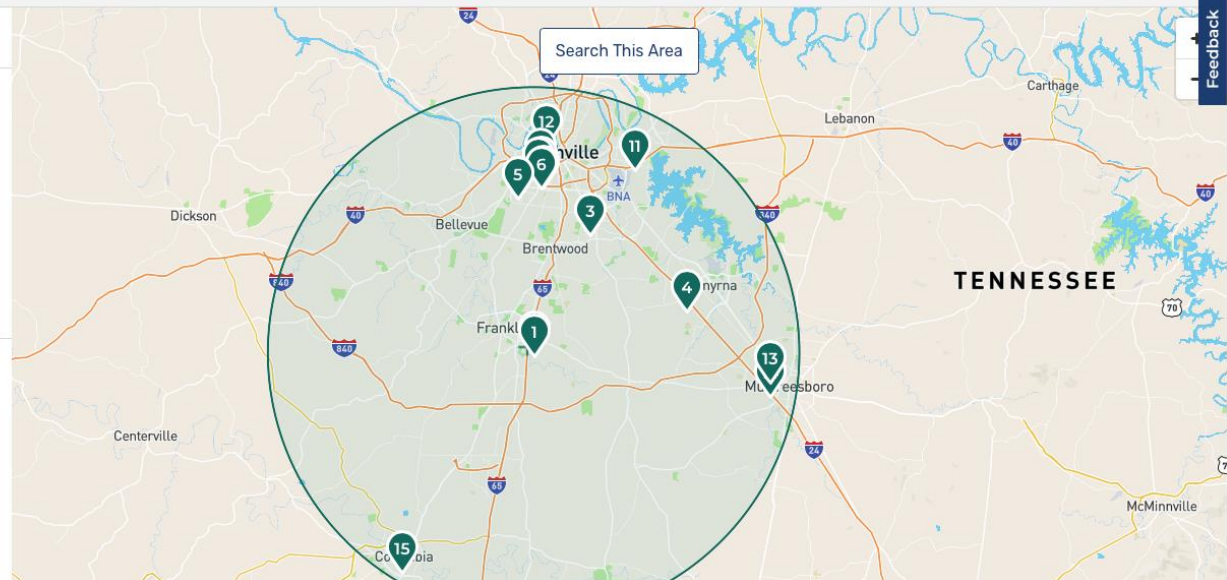
Overall star rating

★★★★☆

Patient survey rating

★★★★☆

Compare



Feedback

All Providers

Medicare.gov

Basics ▾ Health & Drug Plans ▾ Providers & Services ▾

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What's new Print

MY LOCATION * 608 Cobert Lane, Frankli...

SELECT PROVIDER TYPE * Doctors & clinicians ▾

NAME & KEYWORD (optional) Primary care provider (PCP)

Filter by: Distance: 25 mi ▾ Sex ▾ Medicare-approved payment ▾ Board certification ▾ Telehealth services ▾

Showing 1 - 15 of 300 doctors & clinicians

Sort by: Closest ▾

1. [Tonya Sue Davis, NP](#)

1.4 mi PHYSICIANS' URGENT CARE, PLLC
5021 Hughes Xing
Suite 165
Franklin, TN 37064-1737
(615) 794-8877

Charges the Medicare-approved amount (so you pay less out-of-pocket)

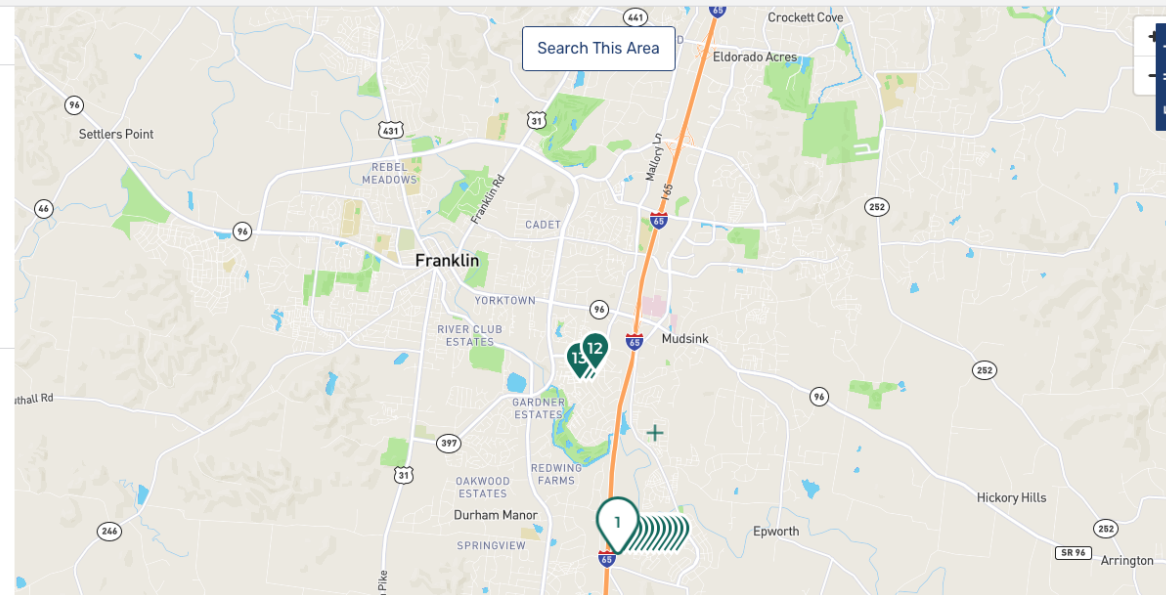
Specialties
Nurse practitioner

2. [Hope Alexis Larson](#)

1.4 mi PHYSICIANS' URGENT CARE, PLLC
5021 Hughes Xing
Suite 165
Franklin, TN 37064-1737
(615) 794-8877

Charges the Medicare-approved amount (so you pay less out-of-pocket)

Specialties
Physician assistant



Feedback

Questions

