

## Selected Excerpts

**“You will never look at healthcare the same way again.” - Patrick J. Kennedy**

If after reading this book you change the way you think about your healthcare, then we have succeeded in our aspiration for *Trusted Healers*. It is a book about hope, which lives within the ongoing heartbeat of healthcare around the world.

**Answers: Dr. Glenn D. Steele**

“There’s a reason Dan Pelino has gathered some of the brightest and most powerful minds in healthcare to help us understand where we are on this journey and what the future will look like. Powerful societal questions need to be addressed by every culture. By following the amazing decade-long crusade of Dr. Paul Grundy around the world, the answers emerge.”

**Access to Healthcare**

First, and foremost, we must enable access to healthcare. The citizens of developed nations that assure access to care get rewarded for that with significantly longer life spans and happier people. By having access, we are able to gain and nurture information. Within that achievement is also the management of cost and quality, and the creation of actionable patient information.

**Trusted Healers**

Under Paul’s vision, your *Trusted Healer* and the clinical team know all about you, ask about your family, help you make good medical decisions, and create a medical partnership based solely on your needs, and how you want to lead your life. The relationship with your healer is intimate. Your healer serves your interests – not an insurance company or hospital. Your doctor’s success is yours as well. It can be easily proven that better medical decisions result from such a powerful relationship.

Paul knows we hold our *Trusted Healer* in the highest regard. He reminds us that we have moved into the new *Age of Healthcare Intelligence*. We are newly empowered to influence our own health and well-being.

**Temper of our Times**

*Trusted Healers* do not offer a view of a single solution, or point of view on what to do about our broken U.S. healthcare system. We all know the temper of our times is strident and divisive. We have been pitted against each other and our institutions. Medicine, especially primary care, is treated as a commodity.

Doctors are often reduced to mechanics, meeting a patient-load quota. Insurance companies decide levels of care, or as Patrick J. Kennedy so rightly points out, no care at all. Paul, IBM, and scores of conscientious providers around the world, strive to re-instill patient trust into medical care. A lot of people around world are pulling for us.

**Mental Health Parity**

**Patrick J. Kennedy:**

We must recognize societally—not just in healthcare—that mental illnesses and addiction are treatable. When those who are disenfranchised receive care, they also receive hope, and that hope becomes the vanguard of transformation.

*Trusted Healers* will leave you with a new understanding of the pace of change in healthcare, why we behave the way we do, and what we have in common with other cultures. As Patrick J. Kennedy says, “You will never look at healthcare the same way again.”

We are on a positive glide path. There has never been a time with more innovations coming forward in every discipline of medicine. America, like many other nations, stands at the threshold of change in primary care.

Yet, in the US, we are just cracking the door to the crisis in mental health and opioid addiction. We have a completely broken mental health culture and, as a result, a completely broken mental healthcare system. Patrick explains that we are in the biggest single public health crisis of our time.

Our cold silence has created a layer of protective ice over America’s heart. Just look at us. Discard the blinders. Take a look at the numbing, frigid impact of our cultural code of silence about mental health. It’s not apathy. It’s cultural. It’s taboo. It’s tribal.

### **What Is The Medical Home?**

A medical home provides access to your *Trusted Healer* when you need it, anytime day or night. This new model builds upon and improves on old style primary care which decades ago had been patient-centered comprehensive and personal. There was a genuine bond between doctor and patient, a holistic approach to healing based on knowing all about a patient and listening to them. The refined version advocated by Paul builds into that model team-based, coordinated care that is accessible and focusses on quality and safety. All over the developed world, vast numbers of *Trusted Healers* are once again finding joy, practicing under the *medical home* model.

### **Dr. Michael Roizen and Chronic Disease Management: How We Can All Win**

Chronic disease management accounts for more than 84 percent of healthcare costs. If you achieve at least four of the following normal measures of good health, as well as two behaviors, you’ll dodge chronic disease about 80 percent of the time.

#### **The Six**

- Regain and maintain normal blood pressure. Your target: below 130/85.
- Regain and maintain a normal level of lousy LDL cholesterol. Your target: 100 milligrams per deciliter or lower if you do not have diabetes or vascular disease; below seventy if you do.
- Regain and maintain a normal fasting blood glucose level of 107 mg/dL or below, or HgbA1c below 6.4 mg/dL.
- Achieve the healthy weight for your height. With a body mass index below thirty (obesity) and aiming to get below twenty-eight.
- Have your asthma managed. While we started with this asthma management goal, we have found with other companies that learning and practicing stress management gives more health and a faster ROI. Practice ongoing stress management.
- Have a cotinine level indicating no primary consumption of tobacco products, no smoke from tobacco in your body. Declare yourself a smoke free zone.

#### **The Two**

- See our primary care doctor so you know your number, including blood pressure, lousy LDL cholesterol, blood glucose, body mass index, etc.

- Make sure your vaccinations are up to date. (Boosters are essential to protect you from whooping cough, tetanus, and diphtheria. Everyone needs an annual flu shot; it decreases flu and lung problems plus lowers stroke and heart attack risk. Folks fifty-plus need the shingles vaccine and sixty-five-plus need the vaccine for pneumonia.)

### **Britain's Healthcare Crisis: Dr. Michael Roizen:**

“America has exported its bad habits: too much stress, too much toxins, but especially too little physical activity and too much food and too much of the wrong food. Our cost destruction of the economy through health needs has crossed the Atlantic and the Pacific.

“The problem with England is the problem with the whole world, if you will,” Dr. Roizen said. “England does rationing based on age. And so Paul is really, really needed there. And maybe that’s why Paul got more *medical home* pilots going there.

The British healthcare system, like ours, is in real crisis,” Dr. Roizen said.

“America’s system is in crisis but most people don’t understand it’s in crisis, yet. We do not accept that because of the way we have rationed things and the patchwork we have done. Britain has realized it and that’s why the National Health System is in real crisis.”

### **Direct Primary Care**

Imagine this. A healthcare system with no waiting, no schedulers, no intermediaries. Patients can call, they can text, and they can use any of the technologies available to contact their own primary care physician.

That physician answers his or her phone 24/7. *No time limits. No backup* of other patients in the congested waiting room. Patients have unlimited primary care services, complete access to their physician directly with no copays or deductibles. *No impossible demands* of the doctor while being force-fed the misery of volume-based compensation.

Sounds like a fantasy, right?

In New Jersey some are living the dream.

### **Dr. Doug Henley and Death Of Healthcare By 1,000 Clicks**

But the issue of increasing regulatory and administrative burden, especially prior authorization, present a huge challenge and needs attention by employers, policy makers, and payers. Additionally, dysfunctional and clunky EHRs have only added to this burden by making all physicians – especially primary care doctors – very expensive data entry clerks taking precious time away from patient care and the important connection between patient and physician.

It has become “the death of the healing relationship by a thousand clicks,” Dr. Henley said. And the result has been the erosion of trust, quality of care, and patient and physician satisfaction.

### **The Denmark Model**

The power of this simple idea now plays out in many nations, most notably Denmark. Not only is it recognized for the best primary care system on earth, the Danes love it!

They spend significantly less on healthcare than we do, and because their citizens have 24/7 access to care, they have been able to eliminate expensive, duplicated, and inappropriate medical care. Even though they offer a *Trusted Healer* to every citizen, their costs dropped dramatically. Clinical quality improved

so much that healthcare leaders from over sixty nations have sent delegations to Denmark to study just how they did it.

Enough time has passed now that we can confidently conclude that building up primary care, making affordable access to care 24/7, and having a personal *Trusted Healer* initiates much better, less expensive healthcare.

### **Healthcare Leaders Who Inspire**

Think about the great leaders that inspire you. If you are a true leader, you want to inspire. You believe in the power of inspiration, as the leader. Then inspiration is what you do to bring people along. You inspire them. There is nothing greater than inspiring people. Spell it out in neon. I had the opportunity to be inspired by Nick Donofrio. I have the honor of inspiring Paul, and he in turn, inspires me.

Find and keep a *mentor*. As leadership roles grow, you will have less and less feedback from people who work with you. Rely on your punch-in-the-gut-if-necessary mentor to help you make the course corrections and speed adjustments that invariably will be needed.

Paul inspires a world of primary care to believe that things can become much better if we bring the primary care practice into a *medical home* environment. And he inspires entire nations to base their healthcare system on a core of robust primary care.

Exercise *discipline* to control your speed and course. There is little room for making a mistake. If you're on the right path, go faster. Paul has a different pace for every culture that comes to him for guidance. He moves with the pace of that culture, respecting their traditions and taboos, and asking the questions that will help them make good decisions about their healthcare future.