

### Strategies for Health Services

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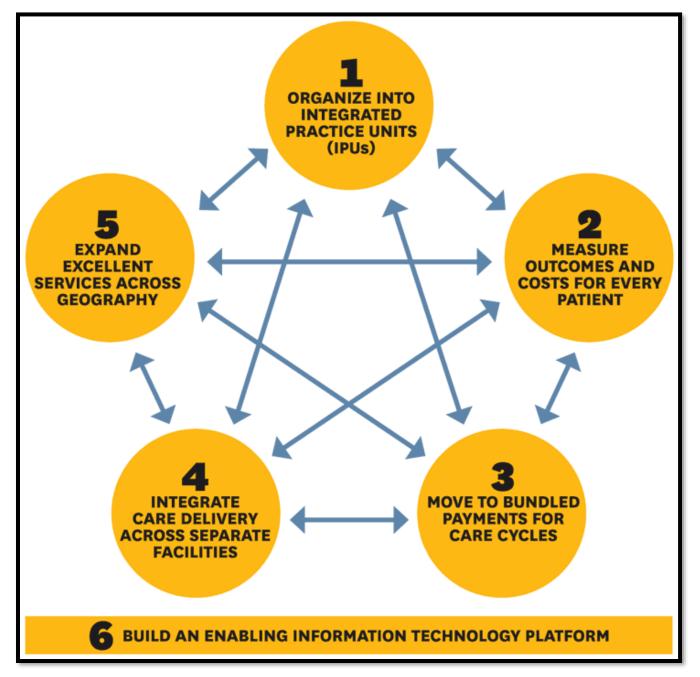
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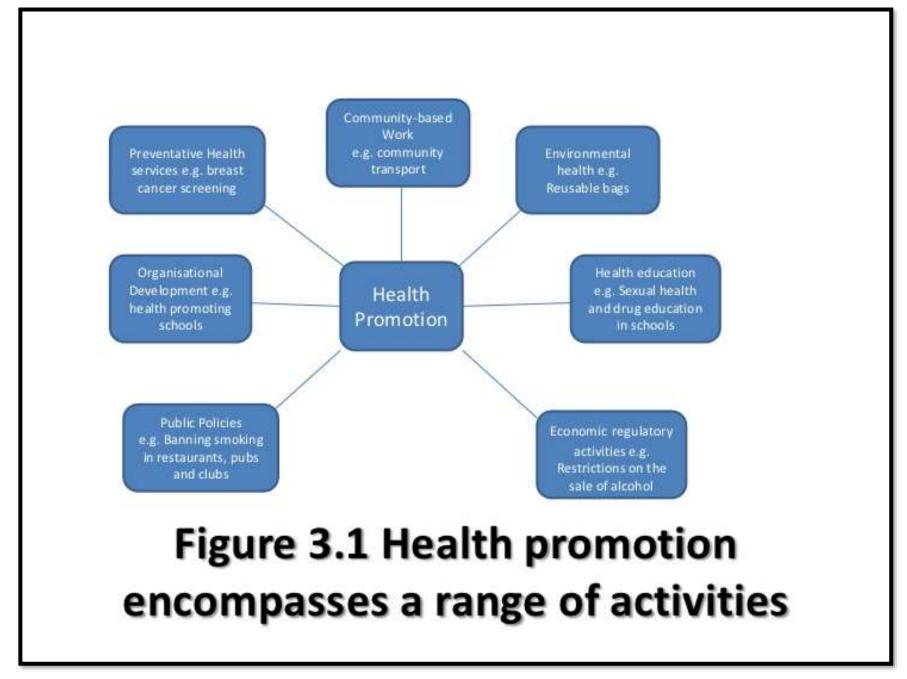
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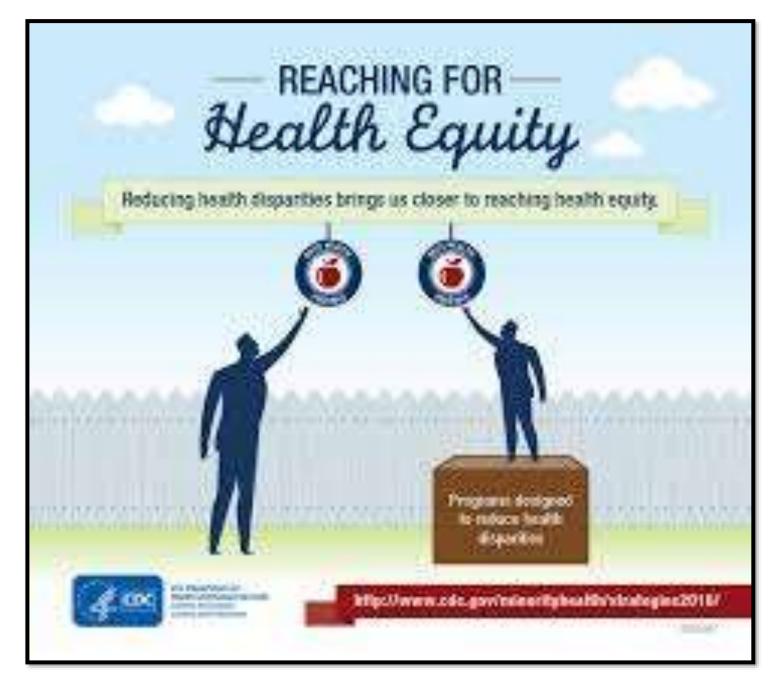
**Ankara University Medical School, Dept. of Public Health** 

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CATEGORIES	TARGET POPULATION
Older people in general population	<ul> <li>Healthy and independent old people</li> <li>Older people in risk of dependency</li> </ul>
Independent patients	<ul> <li>Poli-medicated patients</li> <li>Multi-morbidity patients</li> <li>Chronic diseases patients in general and for specific diseases (e.g. diabetic)</li> <li>Patients in general</li> </ul>
Dependent patients	<ul> <li>Disabled people</li> <li>Nursing home patients</li> <li>Terminal patients</li> </ul>
Caregivers	<ul> <li>Formal care givers</li> <li>Informal care givers</li> <li>Health professionals: hospital and primary care doctors and nurses, pharmacists.</li> <li>Patients' groups</li> </ul>



# Key Reasons to Integrate Physical and Behavioral Health Services in Medicaid



Medicaid pays for more than a quarter, 26%, of all behavioral health spending nationally



Beneficiaries with behavioral health diagnoses account for almost half, 48%, of total Medicaid expenditures



20% of beneficiaries have a behavioral health — mental health and/or substance use disorder — diagnosis

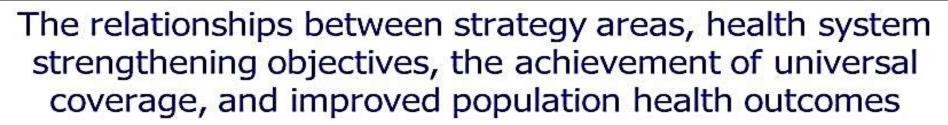


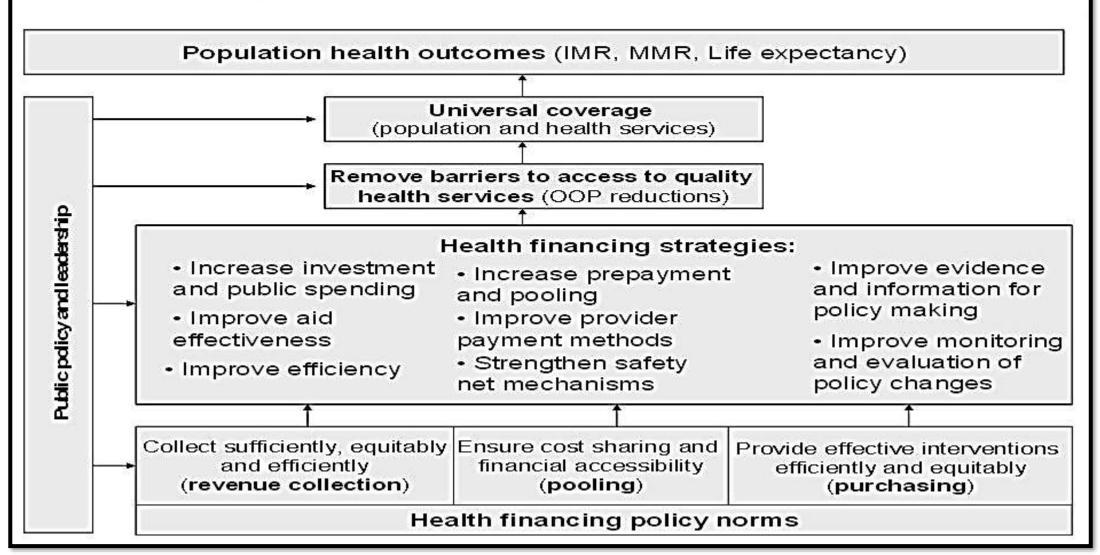
Spending can increase up to 75% when beneficiaries with a chronic physical condition also have a mental illness

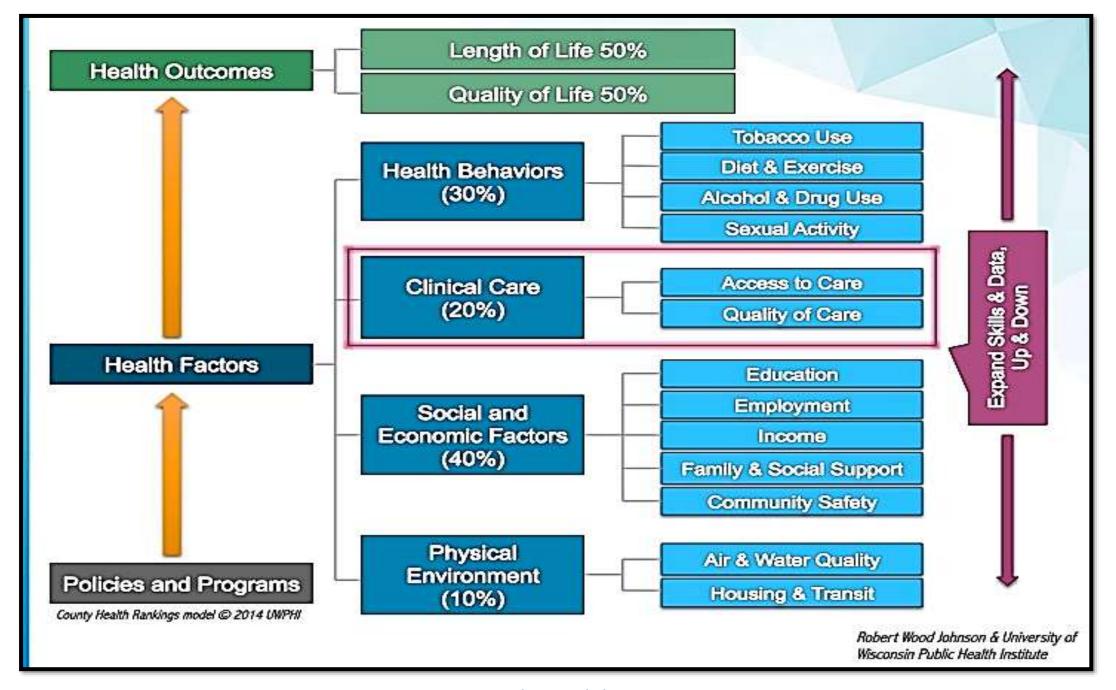
www.chcs.org

@CHCShealth

Sources: Report to Congress on Medicaid and CHIP, Medicaid and CHIP Payment and Access Commission, June 2015; Clarifying Multimorbidity Patterns to Improve Targeting and Delivery of Clinical Services for Medicaid Populations, Center for Health Care Strategies, December 2010.







### There are many consulting opportunities—from strategic planning to operational improvements



### Healthcare Consulting Services

CONSULTING SERVICE

Healthcare Strategic Planning

Healthcare Informatics Consulting

#### SPECIFIC SERVICE OFFERINGS

- Strategic Health IT Planning and HIT Governance
- Advanced Concepts Development
- Health Enterprise and Segment Architecture Consulting
- \*Requirements Development and Management
- \*Knowledge and Innovation Management Support
- Standards Advisory and Advocacy
- \*Information, Analytics, and Clinical Decision Support Strategies
- Health Information Technology Planning/Adoption

\*Workflow/Process Modeling and Optimization

Healthcare Operations Analysis

\*Health Care Operations Simulation and Intelligent Hospital (e.g., RTLS application)

\*Process Improvement Consulting and Training (e.g., Lean Six Sigma)

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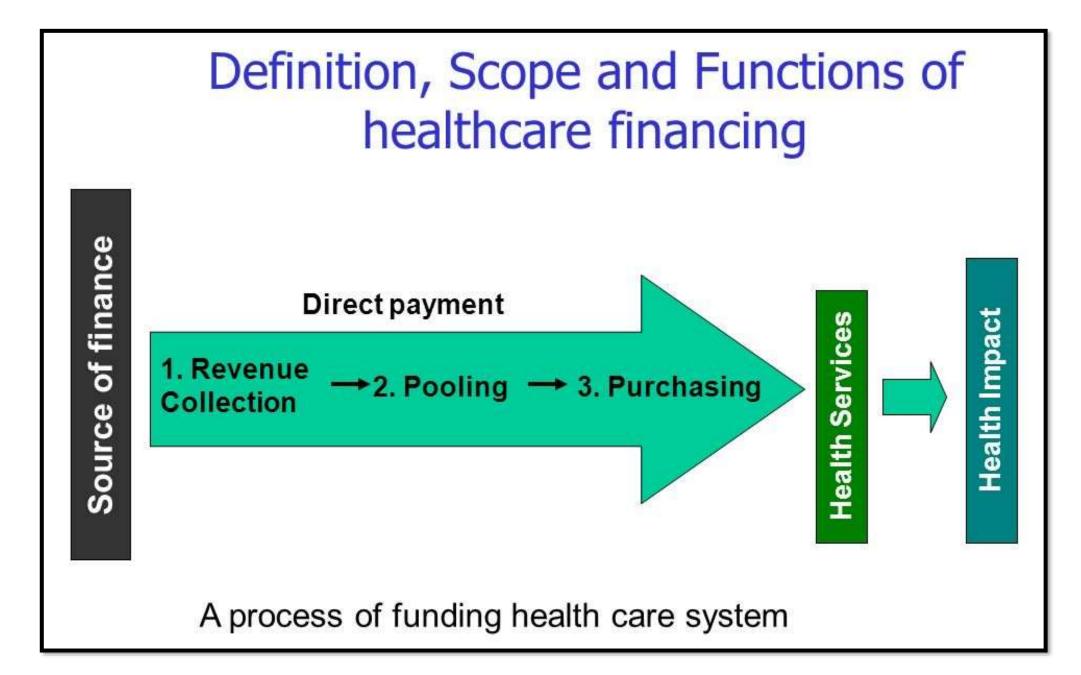
Medical Logistics, Capacity Planning, and Utilization

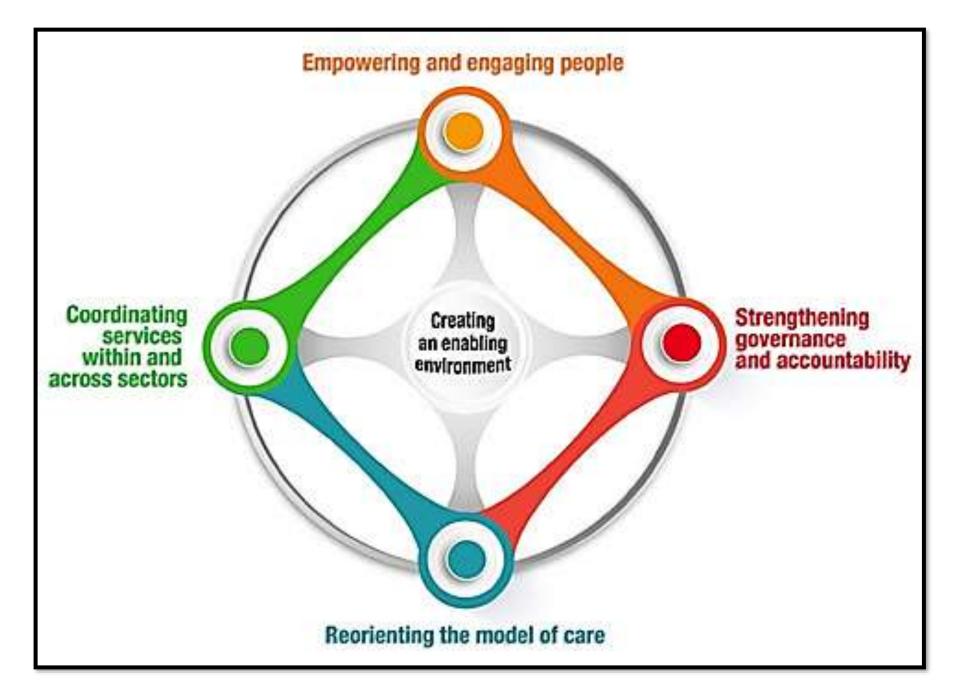
ICD 10 Program Support

Source: Whitey, Bradley, & Brown

PPT Lab (www.PPTLab.com) - Crowdsourced Business Presentation Design Service







## Hidden Barriers to Communicating with Patients

### Clients/Patients:

✓ Education/Literacy/Language

Health Literacy: The capacity to

- Obtain, process, understand basic health information and services
- Make appropriate health care decisions (act on information)
- Access/navigate health care system

## **Box 1** The *Ottawa Charter's* five key strategies for health promotion<sup>1</sup>

- 1 Build healthy public policy
- 2 Create supportive environments
- 3 Strengthen community action
- 4 Develop personal skills
- 5 Reorient health care services: increasingly in a health promotion direction, beyond their responsibility for providing clinical and curative services

## THE FIVE MAJOR AREAS/STRATEGIES IN HEALTH PROMOTION (OTTAWA CHARTER)

### 5. Reorient Health Services

- Shift of emphasis from provision of curative services.
- Health care system must be equitable and client-centered.
- May necessitate reengineering and organizational change, especially in the areas of professional education and training, management, recruitment and deployment of health personnel, and planning, development and delivery of services,

### The Ottawa Charter as an effective health promotion framework

The WHO conducted the first International Conference on Health Promotion at Ottawa in November1986. A document, titled the Ottawa Charter for Health Promotion, was produced as a result of this conference.

The charter provides a framework for the implementation of health promotion in five specific areas:

- · develop personal skills
- create supportive environments
- strengthen community action
- reorient health services
- build healthy public policy.







**Australian Government** 

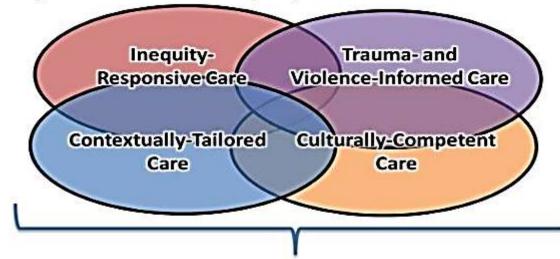
Australian Institute of Health and Welfare

Australian Institute of Family Studies



Cultural competency in the delivery of health services for Indigenous people

### 4 Key Dimensions of Equity-Oriented PHC Services



### 10 Strategies to Guide Organizations in Enhancing Capacity for Equity-Oriented Services

- Make an explicit commitment to equity
- Develop supportive structures, policies, and processes
- Revision use of time
- Attend to power differentials
- Tailor care, programs and services to context
- Actively counter oppression
- Promote community + patient participatory engagement
- Tailor care, programs and services to histories
- Enhance access to social determinants of health
- Optimize use of place and space

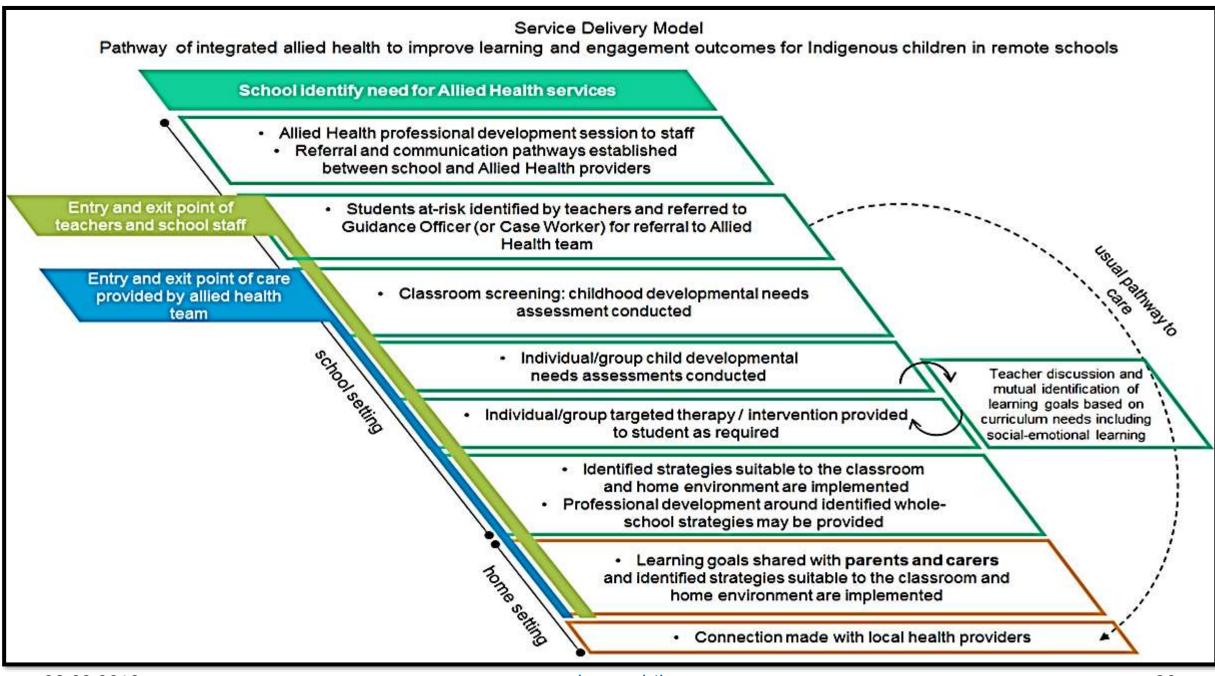
### **Outcomes**

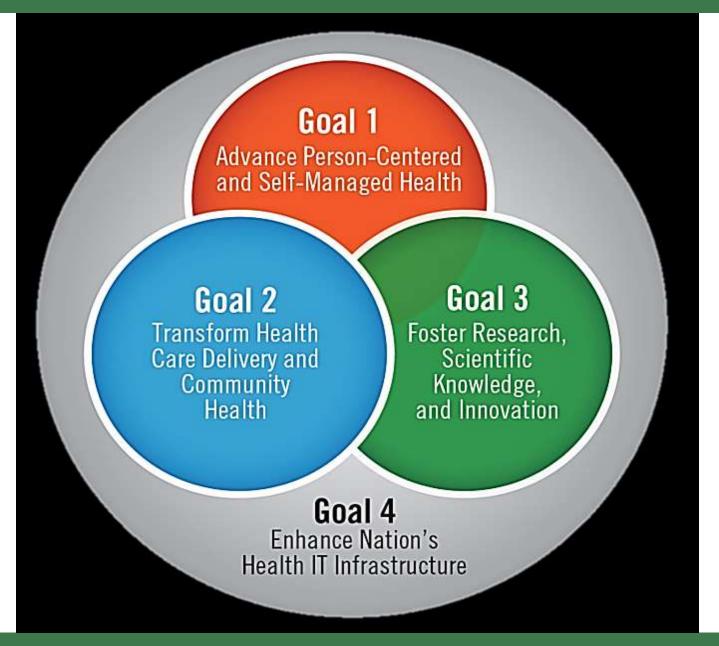
#### Shorter term:

- increased effectiveness of services
- increased 'fit' between people's needs and services
- increased access to health care and social resources
- increased patient capacity to manage health

### Longer term:

- improved health and quality of life
- reduced health inequities at population level





### Contextual factors, including

- Health policies
- > Socioeconomic development

### Socioeconomic position:

- Educational level
- Income
- Occupational class

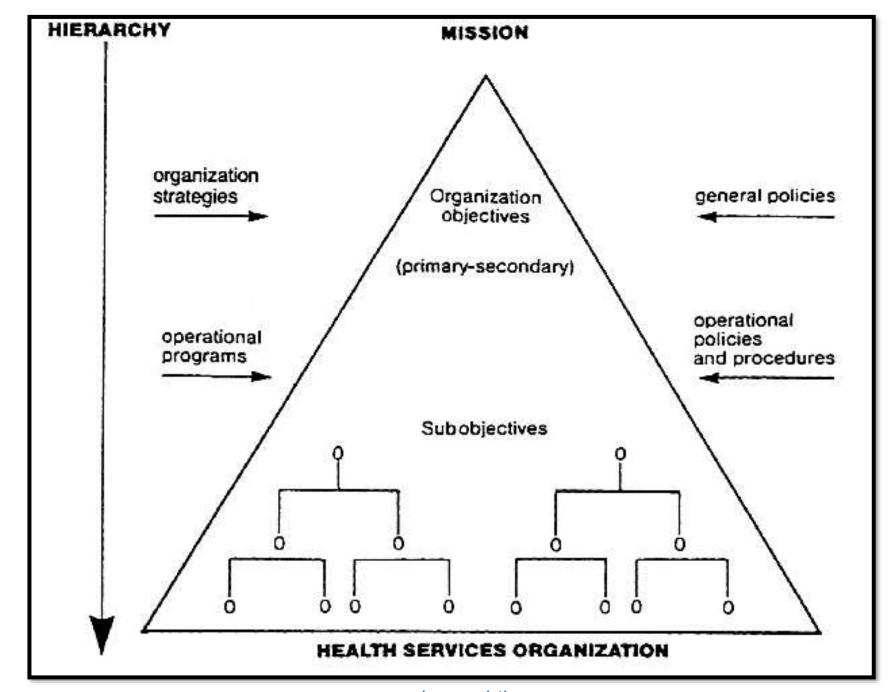
### Health status, including:

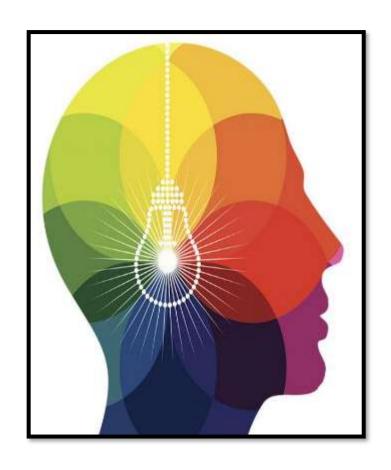
- Mortality
- Disease
- Disability

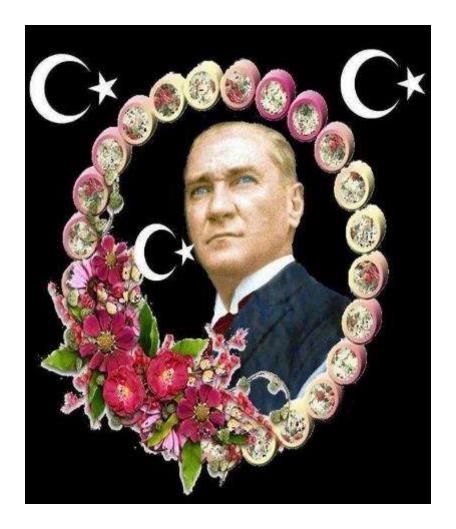
### Health determinants, including:

- Health behaviours
- Working & living conditions
- Access to and use of health services

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Labor is the supreme value. Respect to labor is the chief condition of being human.

"The burden of medical responsibility is a heavy profession above all, even then death."

Mustafa Kemal ATATÜRK / Founder of Turkey