Access to High-Quality Health Care: Overview of Reports from the National Academies

Sharyl Nass, Ph.D.
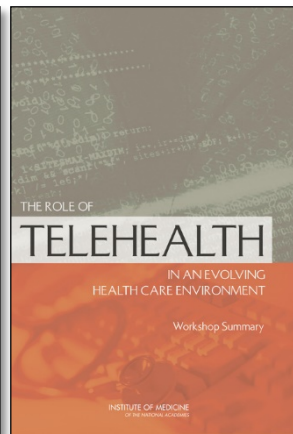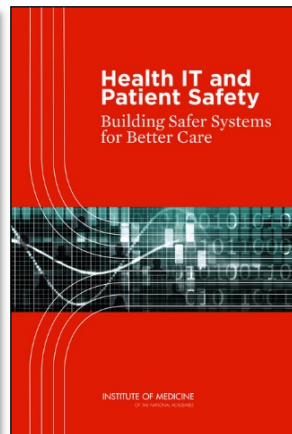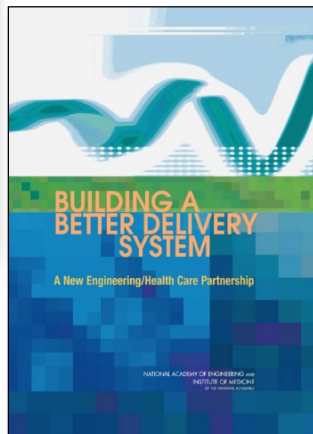Director, Board on Health Care Services
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Examples of National Academies Reports
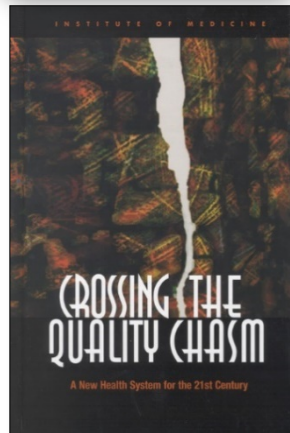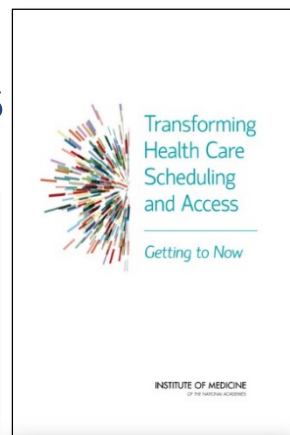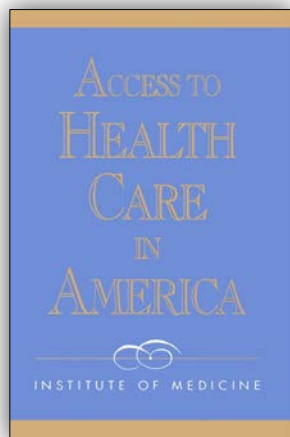
Available online from the National Academies Press www.nap.edu

Access to Health Care in America (1993)

Recommended:

- monitoring access to personal health care services
- with central collection, analysis, improvement, and dissemination of information on changes in access
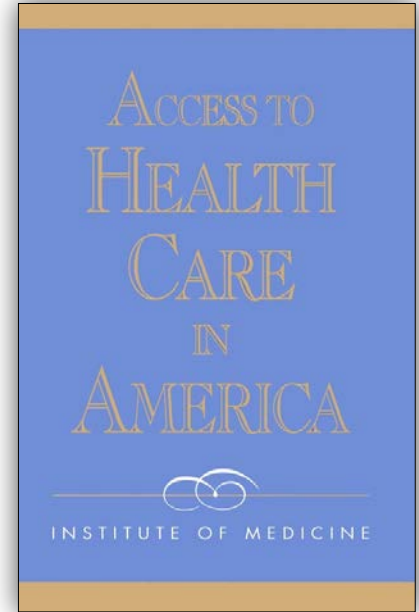
Crossing the Quality Chasm: A New Health System for the 21st Century (2001)
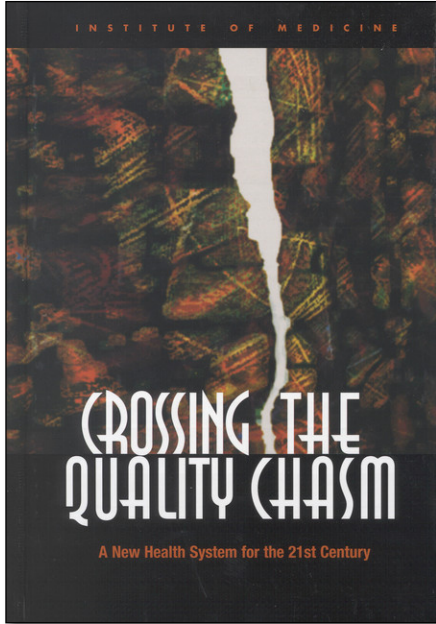
Six attributes of high-quality care:

- **Safe**

- **Effective**

- **Patient-centered**

- **Timely**

- **Efficient**

- **Equitable**

Building a Better Delivery System:
A New Engineering/Health Care Partnership (2005)

Recommended research and development on:

- information/communications technology system interfaces
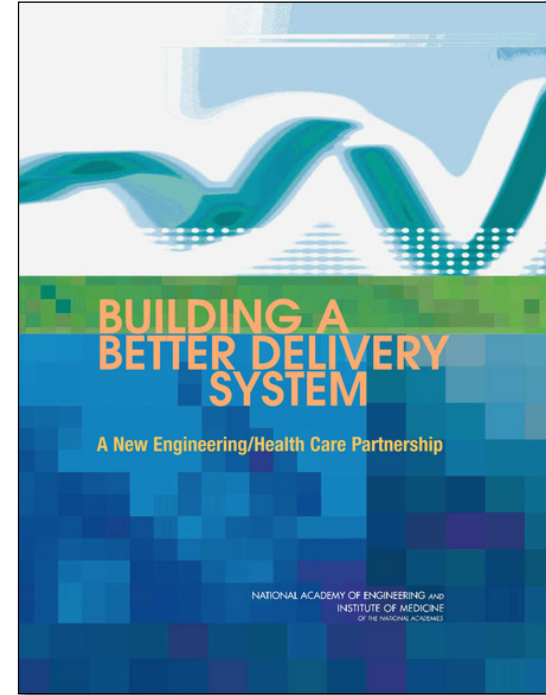
- voice-recognition systems

- software to improve interoperability and connectivity

- systems that spread costs among multiple users

- software dependability in systems critical to health care delivery

- databases that meet the needs of both clinicians and patients

- the impact on the quality and productivity of health care

BUILDING A
BETTER DELIVERY
SYSTEM

A New Engineering/Health Care Partnership

NATIONAL ACADEMY OF ENGINEERING AND
INSTITUTE OF MEDICINE
OF THE NATIONAL ACADEMIES

The National Academies of
SCIENCES · ENGINEERING · MEDICINE

Health IT and Patient Safety: Building Safer Systems for Better Care (2012)
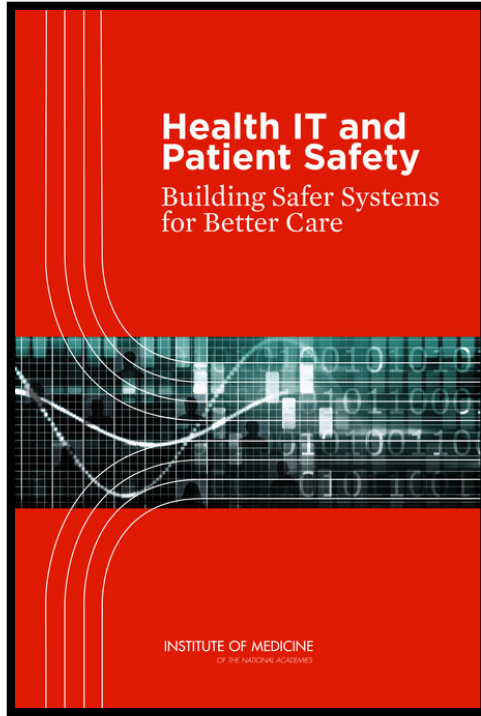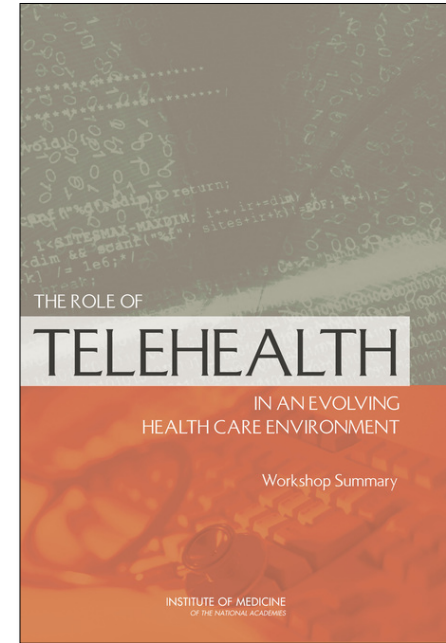

Recommended support for cross-disciplinary research on use of health IT as part of a learning health care system, including:

- User-centered design and human factors
- Safe implementation and use of health IT by all users
- Sociotechnical systems associated with health IT
- Impact of policies on health IT use in clinical practice

The Role of Telehealth in an Evolving Health Care Environment: Workshop Summary (2012)

Discussion Topics:

- Evidence base for telehealth

- Technologies
  (mobile telehealth, electronic intensive care units, remote monitoring, social networking, wearable devices)

- Evolving care delivery in rural and urban settings

THE ROLE OF
TELEHEALTH
IN AN EVOLVING
HEALTH CARE ENVIRONMENT

Workshop Summary

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Vital Signs: Core Metrics for Health and Health Care Progress (2015)

Identified ***care access*** as a core measure for care quality.

Priority measures related to care access include:

- unmet care need
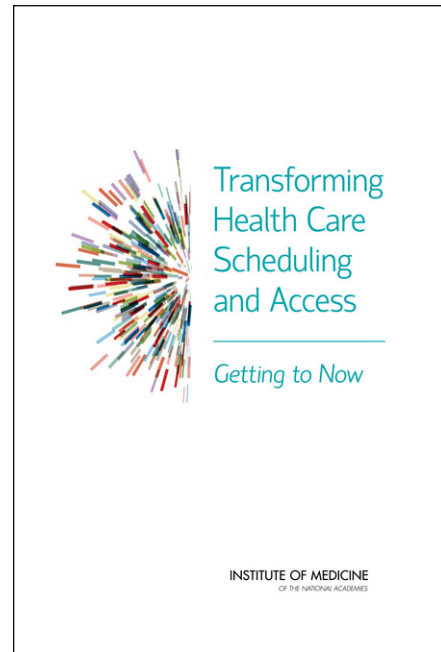- usual source of care
- delay of needed care

Transforming Health Care Scheduling and Access: Getting to Now (2015)

*Recommended National Leadership for:*

- Implementation of basic access principles
- Federal implementation initiatives
- Systems strategies broadly promoted in health care
- Standards development
- Professional societies leading application of systems approaches
- Public and private payers providing financial incentives and other tools

Recommended Health Care Facility Leadership to develop:

- Front-line scheduling practices anchored in basic access principles
- Governance commitment to leadership on basic access principles
- Patient and family participation in designing and leading change
- Continuous assessment and adjustment at every care site

Transforming Health Care Scheduling and Access

Getting to Now

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Key Operational Characteristics and Functionalities of a State-of-the-Art Patient Scheduling System: Proceedings of a Workshop—in Brief (2019)
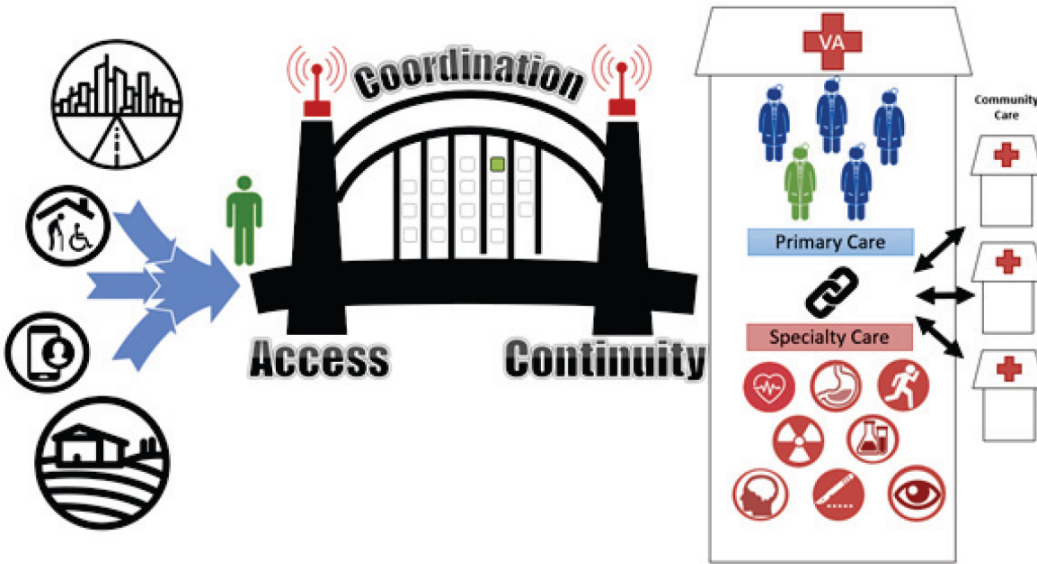

Discussed experiences with technologies from the perspective of the health care system, patient, clinician, and scheduler.

Highlighted the importance of the design, implementation, and adaptability of scheduling systems.

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# Improving Access to and Equity of Care for People with Serious Illness: Proceedings of a Workshop (2019)
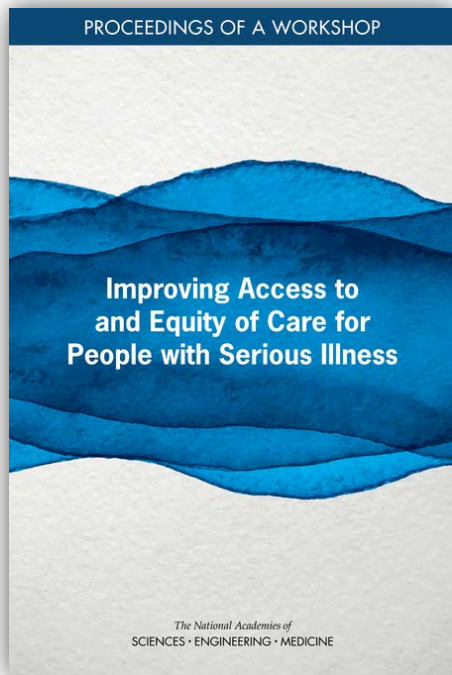
Discussion Topics:
Barriers, policy initiatives, and opportunities for improving access to and equity of care
for people living with a serious illness.

The National Academies of
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Integrating Social Care into the Delivery of Health Care: Moving Upstream to Improve the Nation's Health (2019)
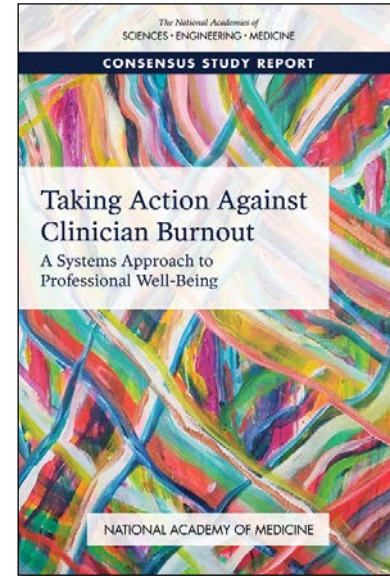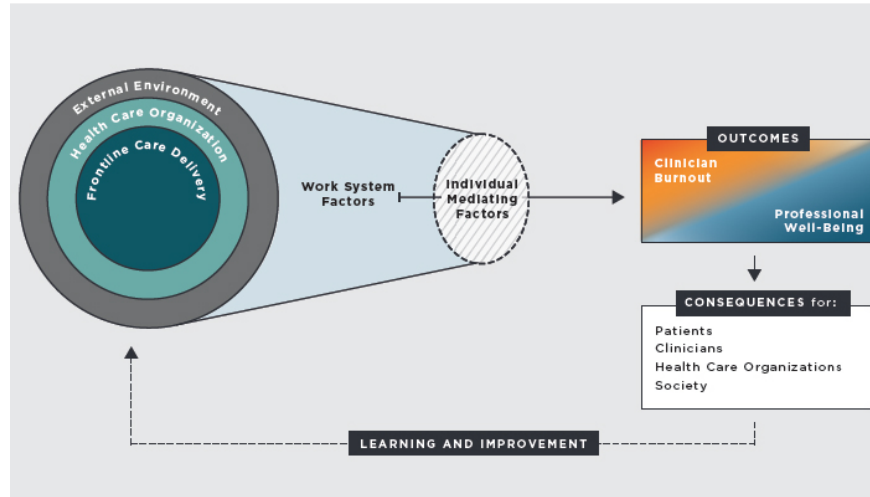
Five goals:

1. Design health care delivery to integrate social care, via 5 activities — awareness, adjustment, assistance, alignment, and advocacy.

2. Build a workforce to integrate social care into health care delivery.

3. Develop a digital infrastructure that is interoperable between   health care and social care organizations.

4. Finance the integration of health care and social care.

5. Expand research and evaluation on the effectiveness and implementation of social care practices in health care settings.
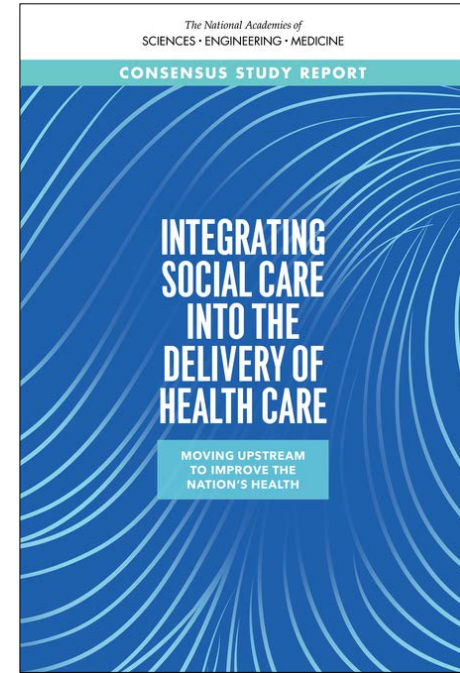
Taking Action Against Clinician Burnout:
A Systems Approach to Professional Well-Being (2019)

Proposed a **framework** to
identify and address the work system factors that
influence burnout and professional well-being.

Ongoing Consensus Study on Implementing High-Quality Primary Care

To develop an **implementation plan** to strengthen primary care services, especially for underserved populations, considering factors such as:

- enablers of innovation to achieve high-quality, high-value primary care;

- primary care needs and access of different patient populations;

- the increasing demands and stresses on the primary care system.

Nationalacademies.org/primarycare

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Key Themes across Decades of IOM/NASEM Reports

- Focus on the system first, not individual clinicians or clinics
  - make it easier for clinicians to do the right thing
- 'Access' should be patient-centered and personalized
  - not 'one-size-fits-all'
- Care for the whole patient
  - including addressing the social determinants of health