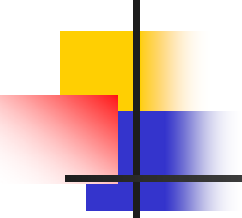




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**Bernard Rosof, MD, MACP**  
**ACP Foundation Meeting**  
**November 2009**



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**Safety and quality  
issues are often  
focused on cultural and  
linguistic  
competencies.**



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**The six IOM aims of quality really frame the issue for us today:**

- 1. Safe**
- 2. Effective**
- 3. Patient Centered**
- 4. Timely**
- 5. Efficient**
- 6. Equitable**



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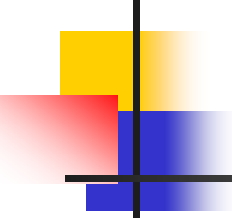
**The NQF, through the NPP, just released national priorities and goals:**

- **Engage patients and families in managing health and making decisions about care**
- **Improve the health of the American population**
- **Improve the safety and reliability of America's healthcare system**



## **National Priorities and Goals cont'd....**

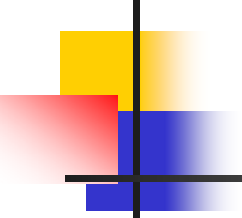
- **Ensure patients receive well-coordinated care across all providers, settings, and levels of care**
- **Guarantee appropriate and compassionate care for patients with life-limiting illnesses**
- **Eliminate waste while ensuring the delivery of appropriate care**



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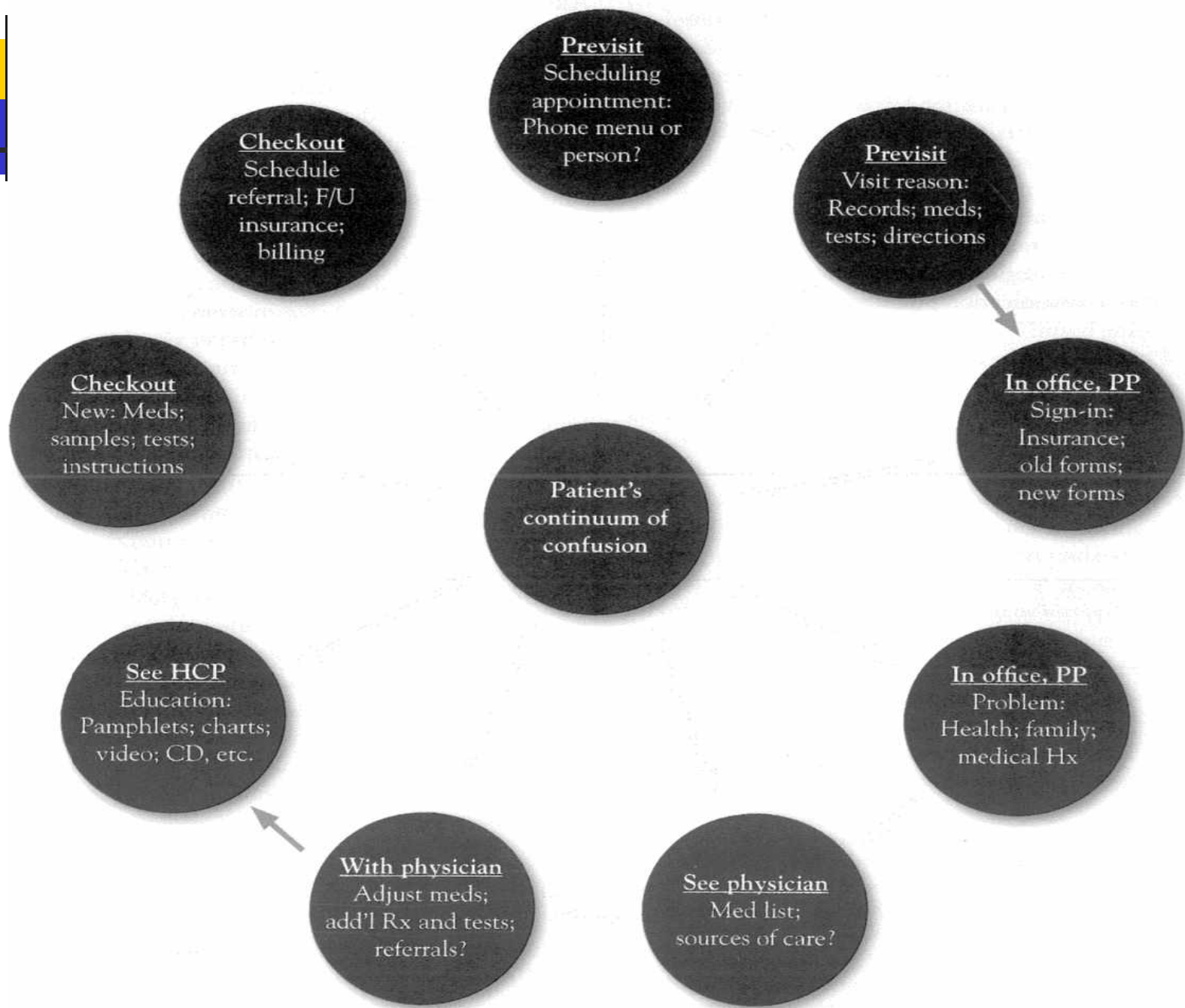
**A recent government study estimates that over 89 million American adults have limited literacy skills --- statistics that this group is well familiar with**

**(<http://www.ama-assn.org/ama/pub/category/8115.html>)**



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**19% of patients discharged from the hospital experience an adverse event within three weeks – 60% of which are adverse drug events**



Previsit  
Scheduling  
appointment:  
Phone menu or  
person?

Previsit  
Visit reason:  
Records; meds;  
tests; directions

In office, PP  
Sign-in:  
Insurance;  
old forms;  
new forms

In office, PP  
Problem:  
Health; family;  
medical Hx

See physician  
Med list;  
sources of care?

With physician  
Adjust meds;  
add'l Rx and tests;  
referrals?

See HCP  
Education:  
Pamphlets; charts;  
video; CD, etc.

Checkout  
New: Meds;  
samples; tests;  
instructions

Checkout  
Schedule  
referral; F/U  
insurance;  
billing

Patient's  
continuum of  
confusion