

# Californians *for* Patient Care



2008

*The President's Partnership  
Irvine, CA*

# Mission

**Californians *for* Patient Care**, a **patient-centered organization**, is dedicated to promoting access to safe, quality and appropriate healthcare for all Californians.

The organization supports the philosophy that safe, quality healthcare is a human right and not a privilege, and that all providers of care should *respect the unique needs, preferences, values, culture, language and independence of patients*.

# Our Approach

## Collaborative Practice

- Collaborate with all stakeholders
- Identify Barriers
- Develop common threads/solutions
- Patients First!



# Our Approach

**Patients First!**

## Balance and Respect

- Understand and negotiate with others respectfully
- Proactive solutions



# Our Approach

## Collaborate with Experts

- **PATIENTS** throughout California
- **Volunteers/Patient Advocates**
- **International Association of Patient Organizations**
- **Nurse Leaders –ACNL, Cal-ENA –Case Managers, Discharge Planners**
- **Community Organizations**
  - California Pan Ethnic Health Network (Ethnic Partners)
  - Latinos for a Healthy California
  - The Chronic Care Coalition (comprised of 35 organizations)
  - The Children’s Partnership -100% Campaign
  - PICO –California
- **Providers**
  - California Hospital Association
  - Physicians
  - Payors
  - CPCA
  - Pharmacy association
  - Biotechnology
- **State Organizations & County Organizations**
  - Department of Public Health / Health and Human services
  - Department of Managed Care
  - CSAC
  - Office of the Patient Advocate
- **State and Local Legislative leaders**
- **Research Organizations**
  - UCSF
  - UCLA
  - UCD
  - Others

# Our Approach

## Collaborate with Experts

- AARP
- Agency for Hearing
- Alliance for Better Medicine
- Alzheimer's Association, California Council
- American College of Obstetricians and Gynecologists (ACOG), District IX
- American Diabetes Association
- American Heart Association
- Arthritis Consumer Advocate
- Asthma & Allergy Foundation of America, California Chapter (AAFA)
- Breathe California Central Coast
- Breathe California of Los Angeles County
- Breathe California of Sacramento Emigrant Trails
- Breathe California of the Bay Area
- Breathe California Golden Gate Health Partnership-
- San Francisco-San Mateo Counties
- California Academy of Family Physicians
- California Hepatitis C Task Force

## The Chronic Care Coalition

*We're about People,  
We're about Health*

- Californians for Patient Care
- California Pharmacists Association
- California Physical Therapy Association
- California Psychiatric Association
- Cure Arthritis Now
- Diabetes Nurse Specialist
- Education for Healthy Choices
- Epilepsy Consumer Advocate
- Epilepsy California
- Foundation for Osteoporosis Research and Education (FORE)
- Hemophilia Council of California
- International Patient Advocacy Association
- Mental Health Association in California
- Multiple Sclerosis California Action Network
- NAMI California
- National Fibromyalgia Association
- Pharmacy Foundation of California
- Sickle Cell Disease Foundation of California
- TMJ Society of California
- And Consumer Advocates

# Our Contributions

- Advocacy –the Patient’s Voice
- Town hall discussions
- Focus groups/polling
- MyHealthResource Database

- Local –Consumer information on:
  - Medicare
  - Medi-Cal
  - County Health Services
  - Child / Maternal Health
  - Family Planning / Women’s Health
  - Clinics (Primary Care, Hospital and School based)
  - Veterans Services
  - Mental Health
  - 2-1-1
  - Prescription Assistance
  - **Homeless Resources**
  - Disease Specific Resources
  - Other –Advocacy/Help orgs
  - **\*Senior/Vision/Dental**



# What do Patients Want?

- Healthcare System  
Today's discussion
- Healthcare Providers
- Treatment Experience –The  
Therapeutic Relationship

# Patients feel...

“ We struggle everyday to maintain our medical care” ...

“It makes me feel like we don't have a quality of life...”

## “Many of us are hanging on by a thread”

**“ We feel helpless ...”**

“I feel desperate...”

**“We need our care ...”**

“We can't pay for her wheelchair ...we don't know where to go”

“I can't pay for my medicine ”

**“We didn't think this could happen to us ”**

“It's so confusing ”

**“Everyone turns us away ...”**

**“My parents paid taxes all their lives, this isn't fair”**

“I don't know what to do ”

“I feel scared ...”

**“I don't want to be a burden on my family”...**

“We're such a great nation, why can't we make it better?”

“After his stroke, the medical bills piled up...

**we lost everything...**

we can barely make it ...month to month...”

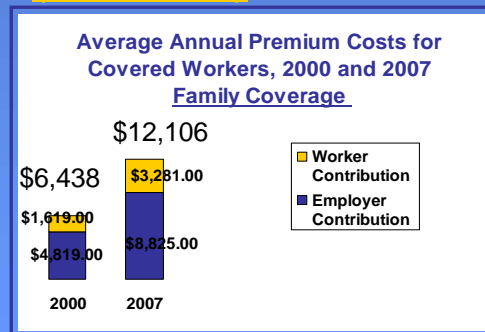
“You don't realize how devastating it is... you see it on TV, but

**You don't know, until it happens to you”...**

# Impact on Patients

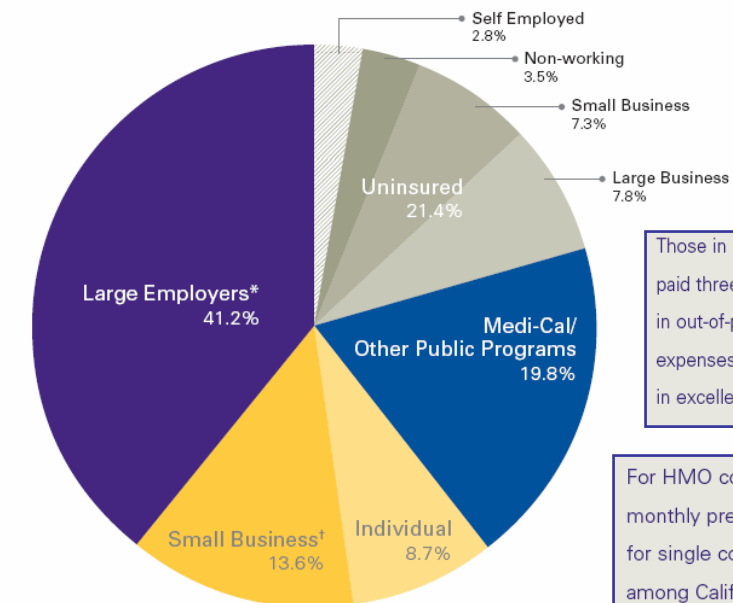
- All Patients are affected

- Increase in cost/premiums (private –HMO/PPO-small market or individual)
- Changes in qualifying requirements, budget cuts and decrease in services/providers (public programs)
- Budget cuts and lack of resources (uninsured)



**Average Annual Premium Costs for Covered Workers, 2000 and 2007**  
**Source:** Kaiser/HRET Survey of Employer-Sponsored Health Benefits, 2007.

**Health Insurance Sources, Non-Elderly, 2005**



\*Includes public sector.  
†Includes coverage through self employment.  
Note: Small business refers to employers with 3 to 50 employees.  
Source: Employee Benefit Research Institute estimates of the Current Population Survey, March 2006 Supplement.

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Those in poor health paid three times more in out-of-pocket expenses than those in excellent health.

For HMO coverage, monthly premiums for single coverage among California's small employers increased 75 percent from 2003 to 2006.

**June 2007 Snapshot –Health Insurance: Can Californians Afford It?**  
**The California Healthcare Foundation**

# Impact on Patients

- Affordability
- Accessibility

## Problems Accessing Health Care Due to Cost :

% saying they or a family member have done the following in the past year due to cost:

% indicating that as a result their condition worsened:

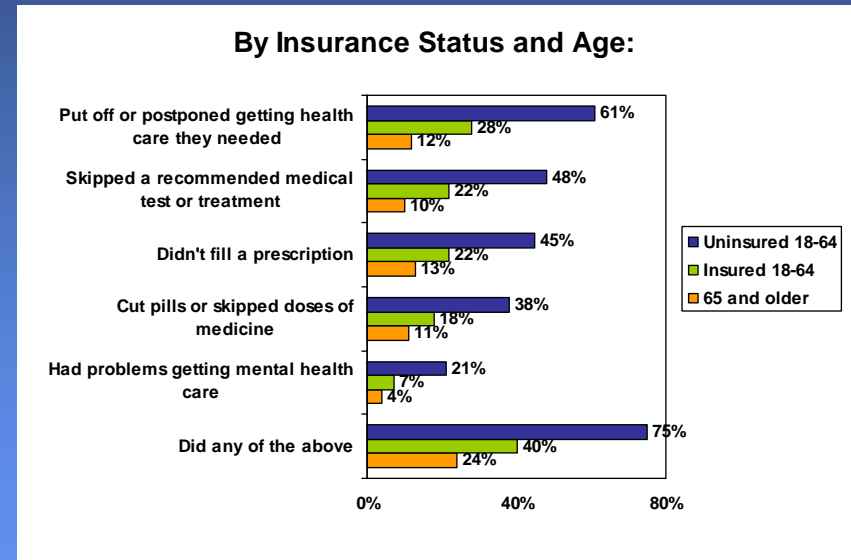
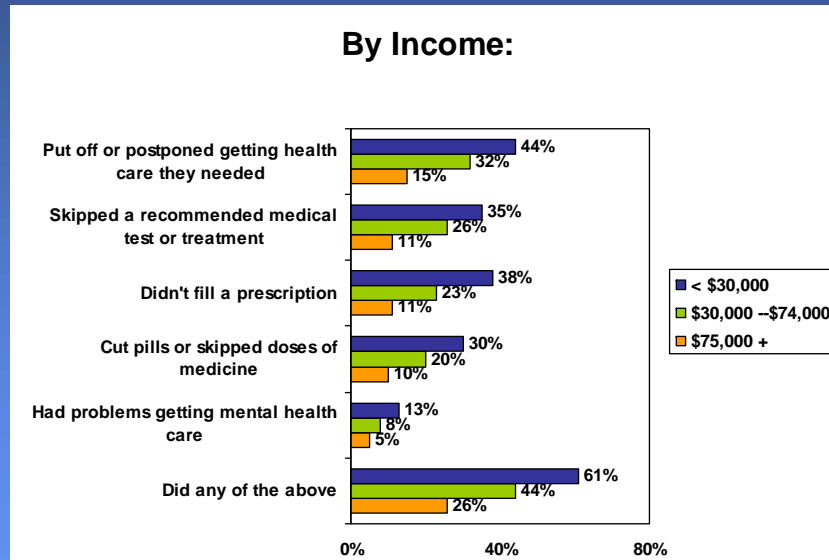
Put off getting health care – 29%	66%
Skipped recommended treatment 24%	53%
Did not refill a prescription 23%	62%
Cut pills, skipped doses – 19%	62 %
Had problems getting mental health – 8%	65%
<b>Did ANY of the above – 42%</b>	<b>66%</b>

The Kaiser Foundation, Public Opinion Tracking Poll, June 2008  
2003 random sample telephone interviews  
Margin or error +/- 3 percentage points

# Impact on Patients

## Problems Accessing Care due to Cost:

Percent saying they or a family member have done the following in the past year because of cost

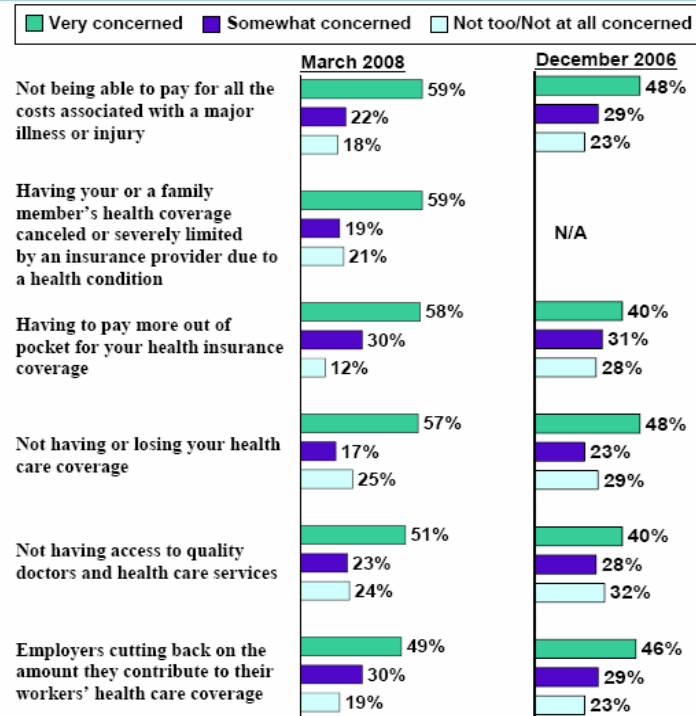


- Income Disparities
- Impact at all levels

The Kaiser Foundation, Public Opinion Tracking Poll, June 2008  
 2003 random sample telephone interviews  
 Margin of error +/- 3 percentage points

# Voter/Patient Concerns...

Table 2  
Changes in Californians' voter concerns  
about the health care system (2006 vs. 2008)



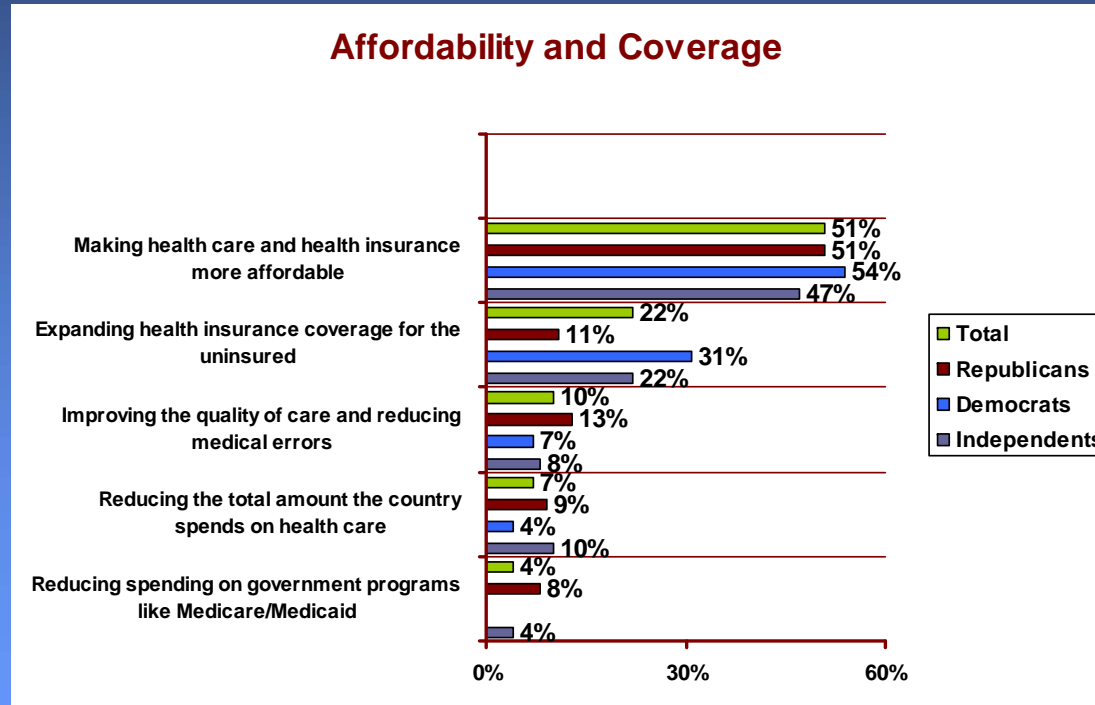
Note: Differences between 100% and the sum of each item's percentages equal proportion with no opinion. N/A: Not asked in 2006.

- Consumer costs (premiums, co-payments, out of pocket)
- Rescission
- Access to care –(quality)
- Reassurance that coverage will be available

# Patients Want...

## Voters most interested in affordability and coverage

Which ONE of the following health care issues would you most like to hear the presidential candidates talk about? (among registered voters in June 2008)



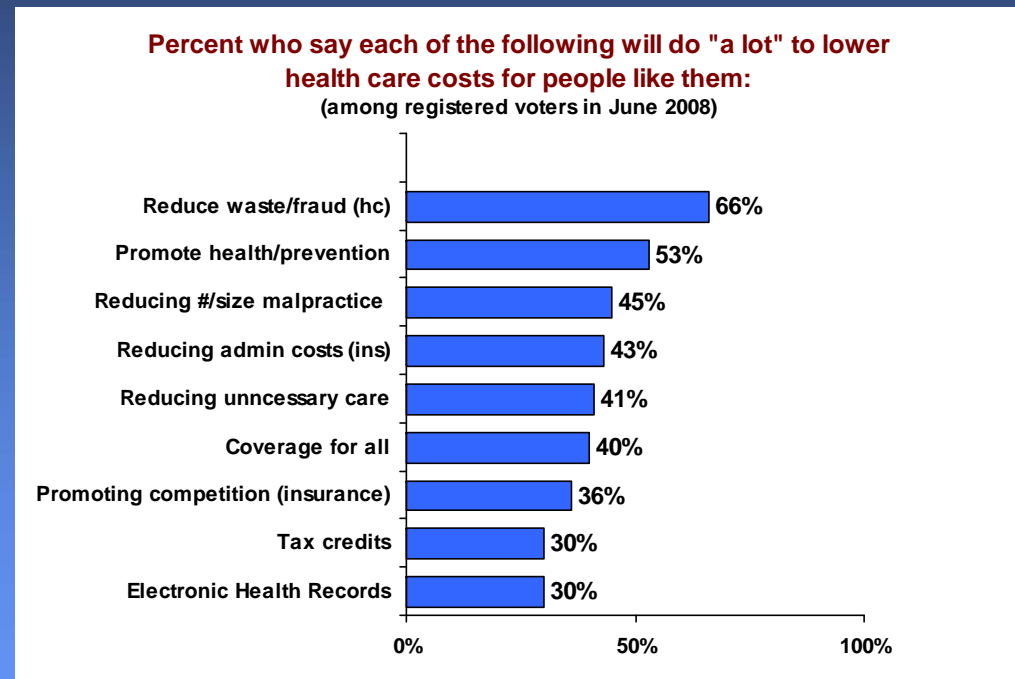
The Kaiser Foundation, Public Opinion Tracking Poll, June 2008  
2003 random sample telephone interviews  
Margin of error +/- 3 percentage points

# Patients Want...

- Reduction in fraud and waste
- More focus on prevention & wellness

- Less administrative costs –on behalf of the insurance industry

- More efficiency



The Kaiser Foundation, Public Opinion Tracking Poll, June 2008  
2003 random sample telephone interviews  
Margin of error +/- 3 percentage points

# Universal Coverage?

California Uninsured:  
6.6 million, 20%

2007 CHCF

“Which would you prefer: the current health insurance system in the United States, in which most people get their health insurance from private employers but some people have no insurance, or a universal health insurance program, in which everyone is covered under a program like Medicare that is run by the government and financed by taxpayers?”

	All Adults	Party			Likely Voters
		Dem	Rep	Ind	
Current system	30%	17%	62%	33%	39%
Universal health insurance system	63	76	31	62	54
Don't know	7	7	7	5	7

## Support for Universal System in:

Los Angeles -69%  
Central Valley 64%  
SFO Bay area – 61%  
Other S. Cal – 58%

Among those with insurance, 59% support Universal Coverage  
Among those without insurance, 81% support Universal Coverage

PPIC –California August 2008. In collaboration with the James Irvine Foundation  
Telephone Survey -2001 voters, 95% confidence level

# Universal Coverage?

“Would you be willing to pay more – either in higher health insurance premiums or higher taxes – in order to increase the number of Americans who have health insurance, or not?”

	All Adults	Party			Likely Voters
		Dem	Rep	Ind	
Yes, willing to pay more	52%	66%	36%	59%	54%
No, not willing to pay more	43	30	59	35	42
Don't know	5	4	5	6	4

Willing to pay more to insure others...

Los Angeles -51%

Central Valley – 52%

SFO/Bay – 58%

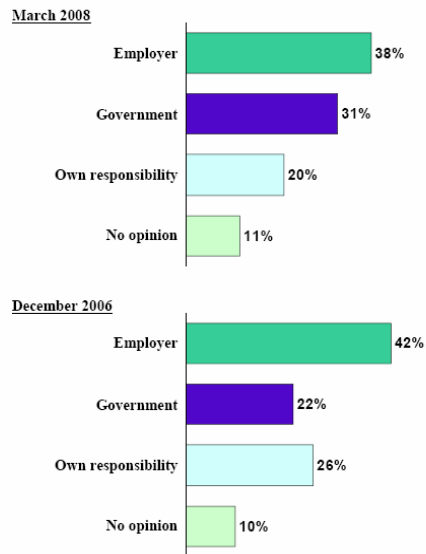
Among those with health insurance, 53% would pay more to insure others

Among those without insurance, 49% would pay more to insure others

PPIC –California August 2008. In collaboration with the James Irvine Foundation  
Telephone Survey -2001 adult CA residents; 95% confidence level

# Changing views ?

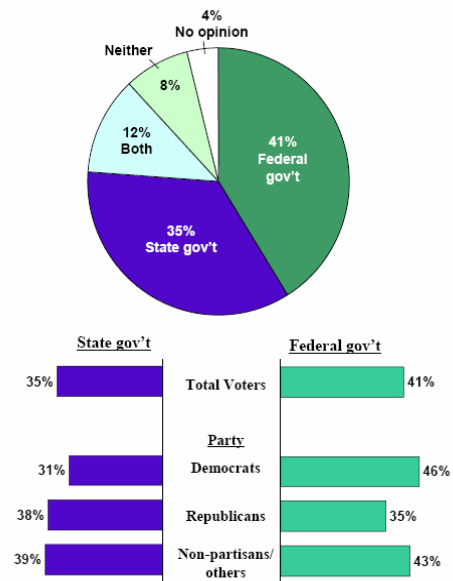
Table 4a  
From whom Californians would rather obtain their health insurance coverage



2008 Field Health Policy Survey

5

Table 5  
Which level of government is better suited to enact the changes needed in the health care system



2008 Field Health Policy Survey

7

The Field Poll April 2008, The Ca. Wellness Foundation Grant  
1202 random telephone surveys (Eng/Span) 3/08  
95% confidence level

# 2007 Health Reform Package -CA

- 73% concerned about state's failure to enact health reform legislation
- 72% of voters supported the 2007 proposed health reform package (CA)
  - 84%, insurance coverage to all (regardless of pre-existing)
  - 78%, state tax credits for moderate income families
  - 77%, state subsidized care for low income adults
  - 73%, employer mandate (sliding scale)
  - 68%, individual mandate
  - 76%, agreed access to preventive care would occur and improve health while reduce costs

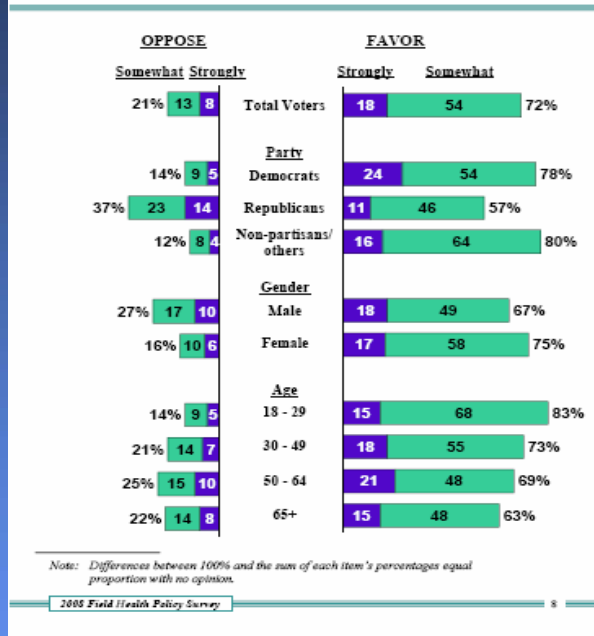
• Skepticism about tax revenue being  
Enough to pay for rising health costs  
(67%)

• Skepticism about insurance affordability  
(62%)

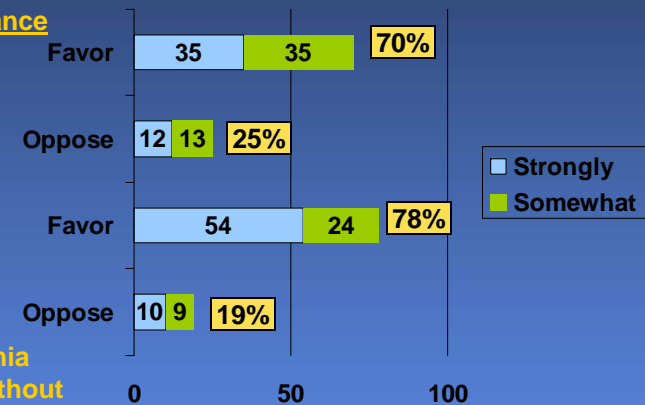
The Field Poll April 2008, The Ca. Wellness Foundation Grant  
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# 2007 Health Reform Package -CA

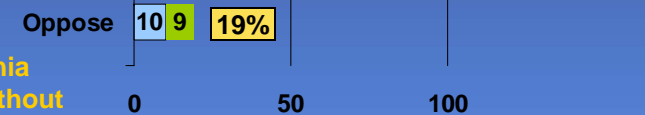
**Table 6**  
Voters' overall opinion of the state's proposed health reform package



Providing health coverage to an Estimated 3 million California adults without insurance by sharing costs and extending coverage among employers, government and individuals

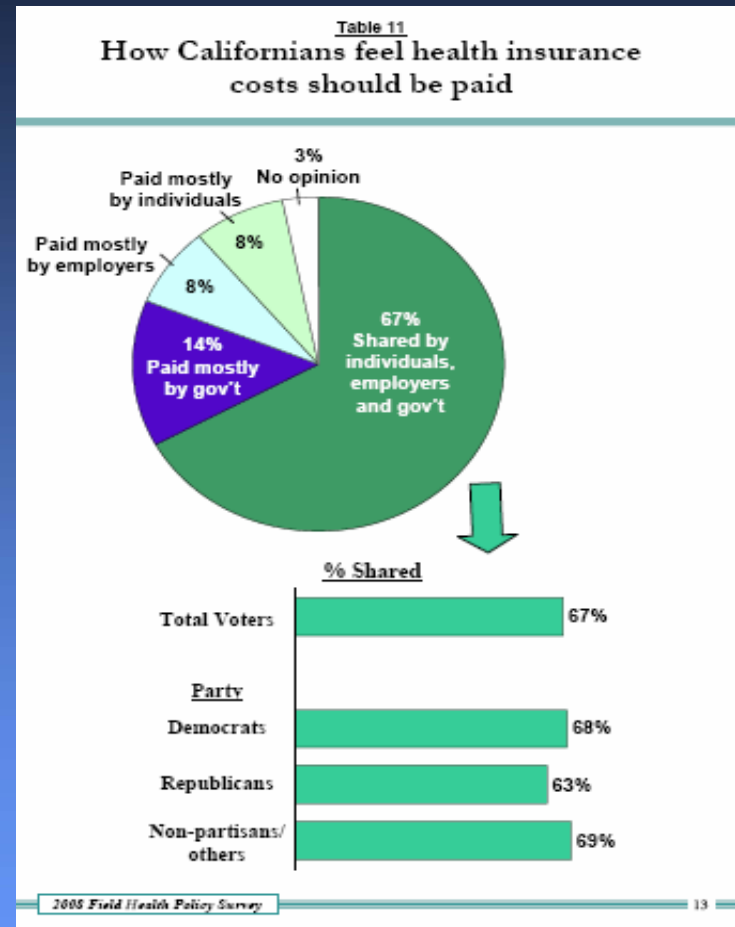


Providing health coverage to California children who are without insurance –Expanding existing health insurance programs like Medi-Cal and Healthy Families



The Field Poll April 2008, The Ca. Wellness Foundation Grant  
1202 random telephone surveys (Eng/Span) 3/08  
95% confidence level

# 2007 Health Reform Package -CA



The Field Poll April 2008, The Ca. Wellness Foundation Grant  
1202 random telephone surveys (Eng/Span) 3/08  
95% confidence level

# Patients Want...

- A long term solution
- Patients are willing to:
  - Listen
  - Debate Patients/consumers/voters are ...feeling more and more desperate...
  - Understand
  - Participate in finding a proactive solution

There is a feeling of urgency for change...

Thank you !

Questions?