A patient revolution for careful and kind care

Why We Revolt

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Disclosures

I chair the board of The Patient Revolution, a 501c3 nonprofit organization, and recipient of all profits from Why We Revolt.

I am a clinician at the Mayo Clinic.

I have no other financial relations to disclose.
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Healthcare today

Huge economic sector

**Industrial**

Business aspects dominate language (thinking, doing)

“Care” is a product providers deliver

Patients must be “activated” to contribute to care

Care of high quality is sold to payers

Patients and clinicians are accountable to payers for the quality and cost (=value)
Healthcare today

Care is standardized for *patients like this*
Healthcare today

All patients become *patients like this* – *blur*
Clinicians derive little meaning from this sort of care
Agenda taken over by industrial concerns
Focus on documentation and billing
Incentives for productivity
Depersonalization and loss of empathy
Blurry patients get under- or over-testing/treatment
Transfer of work to patients
Noncompliance

*Accidental care, incidental cruelty*
Healthcare today

Greed

Patients trapped between seduction and frustration

BUY: New treatments, new tests, new technologies

DON’T BUY: Less is more

Pricing linked to value
VIP care
Technical way forward

Evidence-based medicine
1. Better evidence more confident the decision maker
2. Evidence alone cannot care
TURNED INTO: tool to standardize under penalty of quality programs

Shared decision making
A conversation, a dance
Arrive at care that makes sense
TURNED INTO: tool to promote choice and to reduce consumption and cost
Way forward

A system fueled by solidarity
Care based on relationships and love
Integrity as gravitational force
Timeless and elegant care
Careful and kind care

Evidence-based medicine
Shared decision making
Minimally disruptive care

Care for this patient (HD)