

# Health care worries keeping you awake

at night...and scrambling during the day?

## *Waste*

Misused resources, underuse, overuse, rework, unnecessary steps, wrong sequence of steps, missteps leading to higher patient and organizational risk...

With national estimates that approximately 20 to 50% of all prescriptions, visits, procedures and hospitalizations are inappropriate, how much money are you wasting on inappropriate care — and are you aware of the serious adverse events your patients may be experiencing?

## *Quality & Safety*

Your problems with patient safety are larger than you think. Are you aware of the magnitude of problems with poor and misleading information — even in the best medical journals? Do you have any idea of the huge gap your staff has in the areas of assessing and applying the right health care information? Well over 70% of physicians and other health care professionals — such as medical directors, clinical pharmacists and leaders and staff of P&T, medical technology assessment and QI committees — fail our simple three-question quiz on literature evaluation skills. Worse — well over 70% of those who think they can evaluate the literature flunk our test, getting two or three incorrect.

How do you and your staff not get “had” by bad information? Where do you and your staff go — practically and easily — to get the best medical information for quality care?

## *External Reviewers*

Do you feel pressures from purchasers, patients, accreditors and other measurers of your performance? How do you deal effectively (and not shoot yourself in the foot) with scorecards and performance measures?

## *Misalignments*

Do you have your incentives for quality and effective use of your resources aligned or are they working against your goals? Are your department heads working together or against each other when it comes to achieving quality? Are your physicians and patients on the same page? Are you and your docs on the same page? Are your clinical pharmacists going after the wrong information?

How can you effectively create a system that achieves quality, and how can you demonstrate that quality to employers, purchasers, patients and others who care to know? How can you motivate clinician behavior change and measure results? How can you make this work easier for you — and your staff and patients?

## *Your Rx?* [www.delfini.org](http://www.delfini.org)

We can provide what you want — swift, meaningful and affordable help.