



# REMAKING MISSOURI MEDICINE

## GUIDE TO QUALITY HEALTHCARE

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**PRIMARIS**  
Healthcare Business Solutions



# BEING A PATIENT

One of the best things you can do to improve your care is to become involved. To get the most out of your care, ask questions!

## **Understand your diagnosis:**

- What is causing my problem?
- What do I need to do to get better?
- Where can I get more information about my condition?

## **When getting prescriptions:**

- How long does it take for my medicine to start working?
- What are the possible side effects?
- Will this react with any of my other medicines (including over-the-counter and supplements)?
- What should I do if I miss a dose or take the wrong amount?

## **If you need a lab test, an X-ray, or another kind of test, ask:**

- How is the test done?
- What information does the test give me?
- Are there other ways to get this information?
- How accurate are the results?
- What are the benefits and risks of the test?
- When and how will I receive the results?
- What should I do if I don't receive the results?

Do not assume no news is good news. If you do not receive your results as promised, call your doctor.

**Before you go home make sure you understand your instructions. Ask your provider to explain how your new care instructions are different from your care plan before you entered the hospital.**

# YOUR RIGHTS

## **Under federal law, you have a right to:**

1. Accurate and Easily Understood Information about your health plan, healthcare professionals, and healthcare facilities.
2. Choice of Providers and Plans that is sufficient to provide you with access to appropriate high-quality healthcare.
3. Access to Emergency Services if you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy.
4. Participate in Treatment Decisions and know all your treatment options. Other individuals that you designate can represent you if you cannot make your own decisions.
5. Considerate, Respectful and Nondiscriminatory Care from your doctors, health plan representatives and other healthcare providers.
6. Confidentiality of Health Information. You also have the right to review and copy your own medical record.
7. Complaints and Appeals which are fair, fast, and impartial. See page 7 under Medicare for instructions.

## **Planning for surgery and hospital stays:**

- Why do I need the operation or surgery?
- Where can I get a second opinion?
- How long will I take to recover?
- Be sure staff looks at your ID tag and/or asks your name.
- Ask healthcare workers around you whether they have washed their hands.
- If you have a choice, choose a hospital and doctor that have done the procedure many times.



# CHRONIC DISEASE MANAGEMENT

With surging numbers in diabetes, obesity, asthma and heart disease, 70% of all the healthcare resources are currently dedicated to the 100 million Americans who have chronic illnesses. The three most common causes of death in the U.S. are chronic diseases: heart disease, cancer and stroke.

## Management

More than one in ten Americans suffer from chronic, disabling conditions that cause major limitations in their activity. According to the Centers for Disease Control and Prevention, chronic diseases like heart disease, stroke, cancer, and diabetes are some of the most common, costly, and avoidable of all health problems. In order to manage these problems, taking an active role in your own care is important.

One of the best things to do when diagnosed with a chronic disease is to learn about your condition. The more you understand what is wrong, the better you'll be able to take care of yourself.

Treating chronic conditions also requires teamwork between you and your doctor. The doctor's role is to provide medical advice, give options and recommend resources. Your role is generally to monitor symptoms, report them accurately and manage the day-to-day care needs.

## Learn how to:

- Recognize changes in a chronic disease
- Deal with emergencies
- Use medicines and treatments as instructed
- Get enough exercise
- Cope with pain and/or fatigue

## Healthcare associations

For many chronic diseases, there are healthcare associations which can be a source of information, assistance and support. Groups include:

- American Cancer Society 800-842-7144
- American Heart Association 314-692-5635
- Missouri Diabetes Prevention and Control Program 800-316-0935

# PREVENTION

The best way to treat a chronic disease is try to avoid developing it in the first place. Lifestyle choices can radically reduce risks. Take care of yourself! Exercise, eating healthy and not smoking can all prevent or seriously reduce dangerous chronic diseases such as diabetes and heart disease.

1. **Exercise.** Regular exercise fights heart disease, obesity, depression and more. About 30 minutes or more several times a week is recommended, but even smaller amounts help. Always talk to your doctor before starting a new exercise program.
2. **Eating Healthy.** Fresh fruits and a variety of vegetables, fiber and calcium are good. Try to make half of the grains you eat whole grain. Avoid large amounts of saturated fats, salt (sodium) and sugar. Eat lean protein sources (meat). For dietary help, visit [www.mypyramid.gov](http://www.mypyramid.gov).
3. **Don't Smoke.** Cigarettes contain nearly 5,000 chemicals. Many of these damage the heart and lungs. There are programs to help you quit smoking. Go to [www.smokefree.gov](http://www.smokefree.gov) or call 800-784-8669.

## Early detection

For heart disease and many forms of cancer, tests are available to help discover the disease in early stages. Adults over the age of 20 should have regular health checkups which may include cholesterol and blood pressure checks, as well as exams for cancers of the skin, lymph nodes, testes, breast or throat depending on a patient's age, gender and other factors. When chronic diseases are detected in early stages, treatment will be more effective.



# CARING FOR SENIORS

Many care options to enhance health and independence of the elderly are listed below. For help locating services, look in the phone book for your local area agency on aging or senior center. In addition, the Missouri Department of Health and Senior Services has a helpline at 800-235-5503.



## **Nutrition sites**

Many senior centers or community centers serve noon-time meals on weekdays.

## **Home-delivered meals**

Frequently called Meals on Wheels, this program provides a hot meal delivered to the home at noon, usually on weekdays.

## **Emergency response systems**

Medic Alert and Lifeline are examples of commercial programs that provide emergency service on a 24-hour basis.

## **Telephone reassurance**

An individual, generally a volunteer, calls at a predetermined time each day.

## **Home healthcare**

Many medical or personal care services can be brought into the home. Medicare or other plans may even cover the expense.

# MEDICARE

Medicare is the federal government's insurance program for those 65 and older and those with certain disabilities. For details or to ask questions about the program, call 800-633-4227 or 800-390-3330.

If you are on Medicare and believe you are being discharged too soon from a hospital, or if the skilled nursing, home health, hospice, or comprehensive outpatient rehabilitation services covered by Medicare are being terminated, ask for a written explanation immediately. If you think the services should continue to be covered by Medicare, you should ask for a review by Primaris at 800-347-1016.

## **Adult day care**

Supervised care, planned activities and health services are provided in a community facility for elderly citizens who would otherwise be at home, alone, during the day.

## **Group living facilities**

Senior housing offers independent living along with central dining and various other support activities. It is available in a growing number of communities.

## **Long-distance care**

Professional geriatric care managers investigate options and provide guidance and supervision of an elderly person's care when they have no one else to care for them.

## **Missouri Long Term Care Ombudsman Program**

This program serves residents of nursing homes and residential care facilities to provide support and assistance with any problems or complaints. For help, call 800-309-3282.





# ACCESS FOR ALL


There are less medical options for Missourians who are unable to afford insurance or live in rural areas. Many programs provide special services to people in need.

## **Rural**

In rural areas there are not as many doctors and the time it takes to travel to their office is long. Also, it is hard to provide emergency care to patients when they live so far from the hospital.


In order to keep hospitals open in rural areas, Critical Access Hospitals have been created. In Missouri, the number of Critical Access Hospitals has grown significantly in recent years.

Other assistance includes Federally Qualified Health Centers (FQHCs), which are community health centers, clinics and other programs that receive federal grants to provide care for the underserved. FQHCs are found in rural and urban areas.



To locate a community health center,  
call 573-636-4222.

To locate a rural health clinic,  
call 573-751-6303.





## Medicaid

Medicaid is available primarily to assist those with low income. It is managed by the state and should not be confused with Medicare (the federal program that primarily assists the elderly).

Medicaid assistance for children, families and pregnant women is called MC+. Help for the blind, disabled or elderly is called Medical Assistance.

To find out if you qualify, go to the Family Support

Division in the county where you live, often in the same building as the Department of Social Services. To find your local branch, check the county listings section of your phone book or call 800-392-1261.

## County Public Health Departments

Many counties and some cities have public health departments that offer a variety of public health programs. These will also be listed in the county section of a local phone book.

## Women Infants Children (WIC)

This is a support program for pregnant women, mothers and children who meet certain income and other requirements. For information, contact your local WIC office, often located in your county public health department.





# ADDITIONAL RESOURCES

## **Compare Healthcare Providers Online:**

Hospitals - [www.hospitalcompare.hss.gov](http://www.hospitalcompare.hss.gov)

Home Health - [www.medicare.gov/HHCompare](http://www.medicare.gov/HHCompare)

Nursing Homes - [www.medicare.gov/NHCompare](http://www.medicare.gov/NHCompare)

## **Medicare Assistance:**

If you have questions about Medicare, free help is available for Missourians through CLAIM, a non-profit program run primarily through volunteers. It is operated through federal grant money.

CLAIM can also help answer questions about Medicare Part D, a new program which helps pay for prescription drugs.

To contact CLAIM, visit [www.missouricclaim.org](http://www.missouricclaim.org) or call 800-390-3330.

## **Missouri Center for Patient Safety:**

This organization works to improve patient safety and the quality of healthcare delivery by conducting activities in collaboration with healthcare providers, physicians, purchasers, consumers and government.

[www.mocps.org](http://www.mocps.org)

# OTHER ORGANIZATIONS

AARP of Missouri	888-677-2277
American Cancer Society	800-227-2345
American Heart Association	800-242-8721
Kansas City Metro Medical Society	816-531-8432
Mid-America Coalition on Health Care	816-753-0654
Missouri Association of Nursing Home Administrators	573-634-5345
Missouri Association of Osteopathic Physicians and Surgeons (MAOPS)	573-634-3415
Missouri Coalition for Quality Care	800-262-5644
Missouri Department of Health: Diabetes Unit <i>for hearing impaired</i>	800-316-0935 800-735-2966
Missouri Hospital Association	573-893-3700
Missouri Long Term Care Ombudsman Program	314-918-8222
Missouri Organization of Nurse Leaders	573-893-3700 ext. 1304
Missouri Primary Care Association	573-636-4222
Missouri State Association of LPNs	800-283-1948
Missouri State Medical Association (MSMA)	573-636-5151
Northeast Missouri Area Agency on Aging	800-664-6338
St. Louis Area Agency on Aging	314-612-5944
Southwest Missouri Area Agency on Aging	417-862-0762
University of Missouri Center for Healthcare Quality	573-882-4141
University of Missouri Extension	573-882-7477
Williams & Associates, Inc.	314-531-2284

For more information on these organizations,  
contact Primaris at 800-735-6776, ext. 136.



## ABOUT THE SERIES

Remaking Missouri Medicine is the result of a partnership between KETC-Channel 9 and Primaris. It is a local series spotlighting the quality healthcare movement which originally aired in April 2006. The series was designed as a precursor to a national series titled Remaking American Medicine, which will air in September 2006.



REMAKING  
**MISSOURI**  
MEDICINE

The goal of both Remaking American Medicine and Remaking Missouri Medicine is to inspire and empower viewers by demonstrating what quality patient care can mean to all Americans. Both tell the stories of individuals and institutions working to improve the quality of the American healthcare system. Stories for the local programs have been gleaned from across the state of Missouri.

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