

# THE LONG FIX

## Solving America's Health Care Crisis with Strategies that Work for Everyone

VIVIAN S. LEE, MD

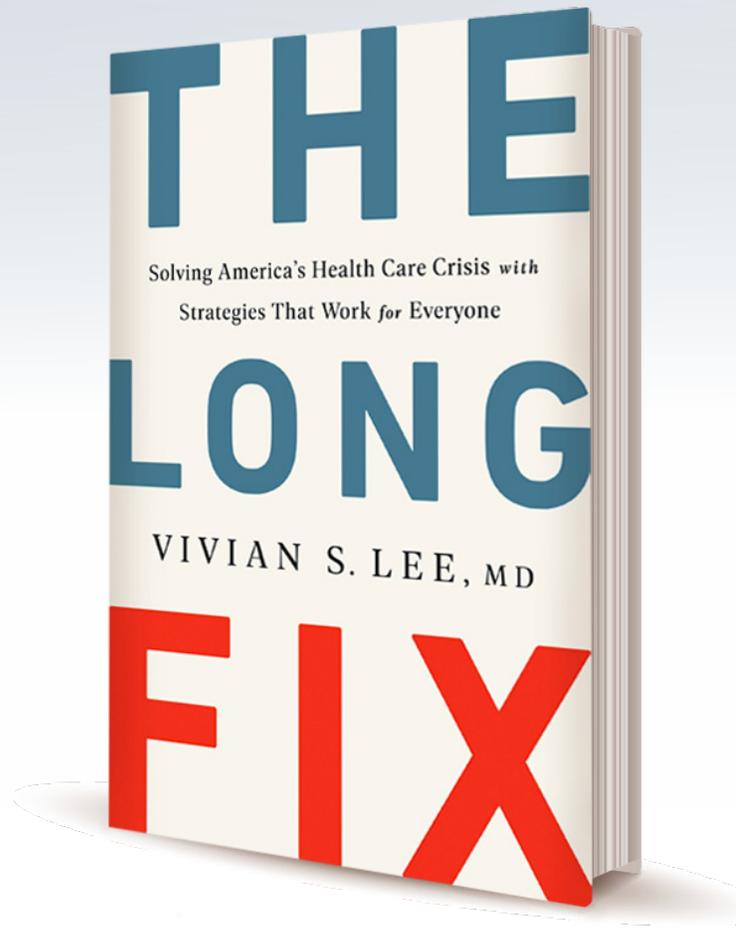
@vivianleemd

[linkedin.com/in/vivian-s-lee](https://www.linkedin.com/in/vivian-s-lee)

*THE LONG FIX* offers a compelling action plan for pivoting health care toward a brighter future. By demonstrating how health care is a problem with bipartisan solutions and laying out a transformative blueprint for change, *THE LONG FIX* offers nothing less than a revolution of common sense, a fundamental shift in the philosophy and practice of health care delivery, and most important, a more humane and affordable future.

Through interviews, case studies, and engaging narrative, Dr. Lee demonstrates that better health can and should cost less. Health systems that are rewarded financially for delivering better health—rather than for performing more procedures, tests, and operations—are proving that the investments in prevention and public health are richly rewarding.

*THE LONG FIX* is structured into a series of 12 chapters that can be read and interpreted independently of each other. A discussion group could consider selected chapters with specific discussion questions below. Or, it could discuss the whole book in one sitting. Discussion guides for each chapter and for specific audiences such as medical students, business and policy students, health care professionals, community leaders and social book clubs are available at [www.vivianleemd.com/the-long-fix-discussion-guides](http://www.vivianleemd.com/the-long-fix-discussion-guides).



## CHAPTER OVERVIEW

### Chapter 1 - A Revolution of Common Sense

Pay for results instead of action

### Chapter 2 - An Apple a Day Keeps the Patient Away

The best investments in health engage people and keep them healthy at home and independent and recognize the vital roles families

### Chapter 3 - At Your Health's Expense

Paying for health instead of paying for action creates the opportunity for health insurers and physicians to work together (instead of at odds with each other)

### Chapter 4 - Manufacturing Out the Mishaps

Make healthcare safer - reduce medical mistakes by adapting better management models from other industries like manufacturing and aviation

### Chapter 5 - Learning to Deliver Perfect Care

Improve the quality of care by making it easier to learn from experience, and tap into people's intrinsic motivation to continuously improve

### Chapter 6 - The Price Isn't Right

Build tools that measure the costs of care as the first step to contain rising costs

### Chapter 7 - From Caring to Co Producing

Treat patients like customers in the center of the health care universe and engage them as the most important co-producers of health

### Chapter 8 - Pharmaceuticals

Untangle the web of vested interests: Entities like Medicare should be able to negotiate drug prices, armed with data about their effectiveness

### Chapter 9 - Big Data Dreams

Patients' electronic medical records should be used for the benefit of their health and to help doctors and hospitals improve the delivery of care

### Chapter 10 - Employer, Heal Thyself

Learn from the successes of innovative employer driven health systems

### Chapter 11 - Restoring Readiness

Learn from the success of government run health systems such as the military health system and VA

### Chapter 12 - The Long Fix

Consider international models of care, reflect on the underlying principles that will guide policy changes, and implement an action plan that builds on the vital roles that everyone needs to play

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### A Complete Discussion Guide

#### **Chapter 1 - A Revolution of Common Sense**

What about health care inspires you the most? Have you had a firsthand experience that makes you feel really positive about care that is provided?

#### **Chapter 2 - An Apple a Day Keeps the Patient Away**

What about health care concerns you the most? Have you had a firsthand experience that has made you feel negative or concerned about the US health care system?

#### **Chapter 3 - At Your Health's Expense**

The digital health program for people who have Type 2 Diabetes asks people who use their apps regularly to enter information about themselves - what they're eating, how they're exercising, and what medications they're taking. Discuss how you feel about this program. Do you think something like this might keep you healthier? What features would be important to you and why?

#### **Chapter 4 - Manufacturing Out the Mishaps**

Have you ever tried to figure out what your costs will be for health care in advance of a visit? Share a story about whether you were able to determine those costs and whether the estimates proved to be accurate.

#### **Chapter 5 - Learning to Deliver Perfect Care**

One of the opportunities for making hospitals more efficient would also help them become more safe: adopting the lessons from manufacturing plants to make care delivery more standard and to reduce distractions. In what ways would you hope that your hospital would be more like a piano factory and in what ways do you expect it to differ?

#### **Chapter 6 - The Price Isn't Right**

One of the points Dr. Lee makes in this chapter is that everyone is paying for health care—even in invisible ways (like the pay raises that should have happened but didn't because the money had to go to pay for mounting health care costs). Think about some examples in your own lives where you may have asked for care—a prescription, a test, or a referral to another doctor—that you might have skipped altogether, if you had thought you would be paying for it.

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#### **Chapter 7 - From Caring to Co Producing**

Whether it's exercising and eating healthy or managing medical conditions, everyone has a role to play in co-producing their health or the health of their loved ones. Discuss the balance of responsibility: the individual, their family, their doctor or nurse, their community, others?

#### **Chapter 8 - Pharmaceuticals**

One of the challenges of using cost-effectiveness numbers to decide which drugs are "worth it" and which are not is coming up with a dollar amount for the "value" of a year of healthy life. In *The Long Fix*, Dr. Lee offers a few possible numbers: \$63,000 because that's the average annual household income in the US, or \$60,000 because that's the per capita gross domestic product. Others have used higher numbers like \$100,000 or \$150,000 per quality-adjusted life year (QALY). Discuss among the group what this number should be in your view, and what it means.

#### **Chapter 9 - Big Data Dreams**

In *The Long Fix*, Dr. Tom Delbanco champions the Open Notes movement. Discuss how you feel about being able to read the notes your doctors write about you. Would you want to read those notes? Would you feel comfortable correcting your doctor if s/he got something wrong? Would you like to be able to write your own section of these notes?

#### **Chapter 10 - Employer, Heal Thyself**

Employers, second only to the government, pay the largest chunk of America's health care bills. Why are they struggling with bringing costs down? Having read *The Long Fix*, what would you advise your business (or boss) to do differently?

#### **Chapter 11 - Restoring Readiness**

Dr. Lee discusses the concept of "readiness" as a mandate for federal health administration. What does readiness mean to you and how would this change the kinds of programs the government might support?

#### **Chapter 12- The Long Fix**

What three top takeaways would you cite from *The Long Fix*?