

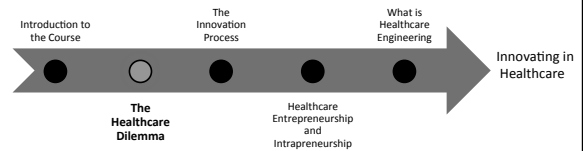
The Healthcare Dilemma, Part 3A: Creating Value in Healthcare



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Week 1: Innovating in Healthcare



DELIVERING CARE

Four Components of Care Delivery

- **Medical Knowledge**
 - Voluminous and specific; now embedded in clinical guidelines, medical device software or modern biopharmaceutical
- **Care Processes**
 - “That sequence of clinical decisions and tasks that result in patient relief.” Well-understood problems are solved through applying guidelines, while less well-understood problems are addressed through trial and error.
- **Practitioners**
 - Public has Internet access to the same knowledge base that used to be exclusive terrain of practitioners, leading to new goods and services for “empowered” patient and new professional roles (i.e. care navigators).
- **Organizations**
 - In our technologically complex modern health care settings, organizations as well as practitioners are being held accountable and patient relief is as much determined by organizational performance as by individual physician performance.

SOURCE: Richard M. J. Bohmer. 2009. *Designing Care: Aligning the Nature and Management of Health Care*.