BRIEF CONTENTS

List of Acronyms and Abbreviations ........................................ xxii
Preface .............................................................................. xxix

Part I Introduction

1 Introduction to the U.S. Health Services System ............... 3
2 An Overview of the U.S. Health Services System and Its Users .................... 11
3 Access to Health Services ............................................. 45

Part II System Organization

4 Organization of the U.S. Health Services System ............ 77

Part III System Management

5 Management of the U.S. Health Services System ........... 97

Part IV Economic Support

6 Health Insurance: The Major Financing Mechanism for the U.S. Health Services System ....................... 109
7 Financing the U.S. Health Services System ..................... 175

Part V Resource Production

8 The Health Services Workforce ..................................... 213
9 Hospitals .................................................................. 251
10 Biomedical Research, Health Services Technology, and Technology Assessment ...................... 279
<table>
<thead>
<tr>
<th>Part VI</th>
<th>The Delivery System</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Overview of the U.S. Health Services Delivery System ..... 305</td>
</tr>
<tr>
<td>12</td>
<td>Health Promotion and Disease Prevention .................. 319</td>
</tr>
<tr>
<td>13</td>
<td>Primary Care ................................................. 331</td>
</tr>
<tr>
<td>14</td>
<td>Secondary Care ................................................ 339</td>
</tr>
<tr>
<td>15</td>
<td>Long-Term Care ............................................... 349</td>
</tr>
<tr>
<td>16</td>
<td>Tertiary Care .................................................. 383</td>
</tr>
<tr>
<td>17</td>
<td>Palliative Care ............................................... 391</td>
</tr>
<tr>
<td>18</td>
<td>The Care of Special Populations and Special Disorders .... 399</td>
</tr>
<tr>
<td>19</td>
<td>The Health Services Delivery System: How Managed Care Has Influenced Delivery ....................... 415</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part VII</th>
<th>Measuring Outcomes of the Delivery System</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>Issues in Quality of Care .................. 449</td>
</tr>
<tr>
<td>21</td>
<td>Epilogue .............................................. 473</td>
</tr>
</tbody>
</table>

Glossary of Key Words .............................................. 479
Bibliography ......................................................... 513
Index ................................................................. 545
About the Author .................................................... 571
CONTENTS

List of Acronyms and Abbreviations. .......................................................... xxi
Preface ........................................................................................................... xxix

Part I  Introduction

1  Introduction to the U.S. Health Services System ................................. 3

   Exhibit 1.1 Types of National Health Systems ................................... 4
   Overview of the U.S. Health Services System ..................................... 4
   Exhibit 1.2 Continuum of Health Services .......................................... 5
   The Roemer Model of a Health Services System ................................. 5
   Exhibit 1.3 National Health System: Components, Functions, and Their Interdependence ......................................................... 6
   Organization of Health Services ............................................................. 6
   Management of a Health Services System ............................................. 7
   Production of Health Services Resources ............................................. 8
   Delivery of Health Services .................................................................. 8
   System Values: Access, Cost and Expenditures, and Quality ............... 8
   Organization of the Book ...................................................................... 9
   Data on U.S. Health Services ............................................................... 10
   Aids to Understanding the Complexity of the U.S. Health Services System ...................................................................................... 10

2  An Overview of the U.S. Health Services System and its Users ............... 11

   An Overview of the U.S. Health Services System ................................. 11
   Distinguishing Health from Illness and Disease .................................... 15
   Exhibit 2.1 Determinants of Health ...................................................... 16
   Exhibit 2.2 U.S. Crude Birthrates and Fertility Rates ............................ 17
   Exhibit 2.3 U.S. Life Expectancy at Birth, Age 65, and Age 75 ............... 18
   Exhibit 2.4 U.S. Low-Birth-Weight (<2,500 grams) Babies .................... 19
   Exhibit 2.5 U.S. Very-Low-Birth-Weight (<1,500 grams) Babies ............ 19
   Exhibit 2.6 Limitations Caused by Chronic Conditions ...................... 20
Exhibit 2.7 U.S. Infant Mortality Rates, Fetal Death Rates, and Perinatal Mortality Rates ........................................ 21
Exhibit 2.8 Leading Causes of Death, All Races and Both Genders, U.S. Rank Order and Number of Deaths .......... 22
U.S. Health Status Compared with Other Industrialized Countries ................................................................. 22
Exhibit 2.9 Leading Causes of Death for U.S. Males ....................................................................................... 23
Exhibit 2.10 Leading Causes of Death for U.S. Females ............................................................................... 24
Exhibit 2.11 U.S. Age-Adjusted Death Rates ................................................................................................. 25
Exhibit 2.12 Health Outcome Measures in Select OECD Countries ............................................................. 26
Factors That Affect Care-Seeking Behavior .......................................................................................................... 26
Exhibit 2.13 U.S. Respondent-Assessed Health Status .................................................................................... 27
Utilization of Health Services .......................................................................................................................... 27
Exhibit 2.14 U.S. Population by Gender ............................................................................................................. 28
Exhibit 2.15 U.S. Population by Age Group ......................................................................................................... 29
Exhibit 2.16 U.S. Population by Race .................................................................................................................. 30
Models of Health Services Utilization ............................................................................................................. 30
Exhibit 2.17 Percentage of U.S. Persons and Families Below Poverty Level ...................................................... 31
Exhibit 2.18 Expanded Health Behavior Model ............................................................................................... 32
Exhibit 2.19 Health Belief Model ...................................................................................................................... 33
Exhibit 2.20 Health Services Home Visits and Visits to Physicians’ Offices and Emergency Departments Within the Past 12 Months ......................................................................................... 34
Exhibit 2.21 U.S. Ambulatory Visits to Physicians’ Offices, Hospital Outpatient Departments, and Emergency Departments .................................................................................................................... 34
Exhibit 2.22 Health Services Home Visits and Visits to Physicians’ Offices and Emergency Departments .......................................................... 35
Exhibit 2.23 Health Services Home Visits and Visits to Physicians’ Offices and Emergency Departments Within the Past 12 Months ......................................................................................... 36
Exhibit 2.24 Ambulatory Care Visits to Physicians’ Offices, Hospital Outpatient Departments, by Gender and Race ......................................................................................................................... 37
Exhibit 2.25 Health Care Home Visits and Visits to Physicians’ Offices and Emergency Departments Within the Past 12 Months, by Health Insurance Status and Age .................................................................. 37
Exhibit 2.26 Discharges from U.S. Short-Stay Hospitals .................................................................................... 38
The Effects on Health Status of Receiving Health Services .................................................................................. 38
Exhibit 2.27a U.S. Medicare Home Health Care Patients, According to Age and Gender ............................................. 39
Exhibit 2.27b Medicaid Home Health Care Patients, According to Medicaid Classification and Gender .................. 39
Exhibit 2.28 U.S. Nursing Home Residents at 65+ ............................................................................................... 40
Exhibit 2.29 Prenatal Care for U.S. Live Births, by Race and Hispanic Origin of Mother, First Trimester .......................................................................................................................... 40
Exhibit 2.30 Prenatal Care for U.S. Live Births, by Race and Hispanic Origin of Mother, Third Trimester ............ 41
Part IV  Economic Support

6  Health Insurance: The Major Financing Mechanism for the U.S. Health Services System  109

   General Insurance Concepts  110
   Concepts Specific to Health Insurance  111
   Exhibit 6.1 Examples of Industries Ineligible for Health Insurance under Selected Insurer Plans  113
   Evolution of Health Insurance as the Primary Mechanism for Financing Health Services  114
   Exhibit 6.2 Percentage Distribution of U.S. Population, by Health Insurance Coverage, 2006  115
   Exhibit 6.3 Percentage of U.S. Population Covered by Health Insurance, by Age and Type of Coverage (2006)  116
   Exhibit 6.4 Percentage of Workers Younger than 65 Years with Employer-Sponsored Health Insurance, 1984–2006  119
   Exhibit 6.5 Percentage of Establishments Offering Retiree Health Benefits, by Establishment Characteristics, 1997 and 2003  121
   Exhibit 6.6 Increases in Health Insurance Premium Costs  124
   Exhibit 6.7 Average Percentage of Premium Paid by Employer, All Types of Plans, 2008  126
   Exhibit 6.8 Americans with Private Health Coverage (State and Federal Authority to Regulate Sources of Private Coverage)  129
   Exhibit 6.9 Enrollment in Employer-Sponsored Health Plans by Type, Select Years  129
   Exhibit 6.10 Profile of Medicare Beneficiaries  135
   Exhibit 6.11 Comparison of Medicare Parts A (Health Insurance) and B (Supplementary Medical Insurance), 2009  136
   Exhibit 6.12 Distribution of Medicare Program Payments, by Type of Service, 2006  137
   Exhibit 6.13 Medicare Expenditures by Type of Expenditure and Type of Coverage, 2004  139
   Exhibit 6.14 Medigap Benefits by Plan Type  140
   Exhibit 6.15 Groups Eligible for Medicaid  142
   Exhibit 6.16 Medicaid Optional Services  144
   Exhibit 6.17 Medicaid Enrollees, by Medicaid Category and Expenditures per Category, 2005  145
Contents

Exhibit 6.18 Distribution of Medicaid Payments by Type of Service (2005) ............................................ 146
Exhibit 6.19 Workers’ Compensation Public Fund Expenditures for Personal Health Care, 2001–2007 ........ 150
Exhibit 6.20 Number of Uninsured Under Age 65, in Millions, for Select Years Between 1984 and 2007 .... 151
Regulation of Health Insurance ........................................ 152
Exhibit 6.21 Number of States with Specific Mandates for Health Insurance Policies, 2008 ................. 155
Proposed Changes in the U.S. Health Insurance Industry .......... 155
Appendix 6.1 ................................................................. 165
Appendix 6.2 ................................................................. 170

7 Financing the U.S. Health Services System ................. 175

How Health Services are Financed ........................................ 175
Exhibit 7.1 Major Events in Financing U.S. Health Services ... 176
Exhibit 7.2 Sources of Funds (Revenue) That Finance U.S. Health Services, 2007 ............................. 178
Exhibit 7.3 Percentage of Public- and Private-Sector Sources of Financing, U.S. Health Services ............. 179
Exhibit 7.4 Expenditures for U.S. Health Services, Select Years, 1960–2007 ........................................ 180
Exhibit 7.5 Categories of Expenditures for U.S. Health Services, 2007 ................................................. 181
Exhibit 7.6 Distribution of Expenditures for Health Services ................................................................. 182
Exhibit 7.7 Expenditures for Personal Health Services, 2007 ................................................................. 183
Exhibit 7.8 Distribution of Expenditures for Personal Health Services, Select Years, 1960–2007, and Percentage of Total Expenditures ......................................................... 183
Exhibit 7.9 Sources of Funds for Select Personal Health Services, 2007 ................................................. 184
Exhibit 7.10 Sources of Funds for Program Administration, Net Cost of Private Health Insurance, and Public Health, 2007 ................................................................. 186
Reasons for Growth in Health Services Expenditures ............ 186
Exhibit 7.11 Estimated Contributions of Select Factors to Growth in Real Health Care Spending, Per Capita, 1940–1990 ................................................................. 187
Exhibit 7.12 Per Capita Expenditures for U.S. Health Services, Select Years, 1960–2007 .................... 188
Exhibit 7.13 Percentage of U.S. GDP Directed to Health Services, Select Years 1960–2007 .................. 191
Exhibit 7.14 Federal Aid to State and Local Governments, by Types of Aid, 1975, 1991, 2004 ............. 194
Part V Resource Production

8 The Health Services Workforce

Physicians

Exhibit 8.1 Physician Practice Settings, 2005

Exhibit 8.2 Physician to Population Ratios 1950–1990 (Actual) and 2000–2020 (Projected)

Exhibit 8.3 Initiatives Intended to Affect the Supply of U.S. Physicians

Issues Facing the U.S. Medical Profession

Other Types of Health Services Providers

Exhibit 8.4 Recommendations Regarding Physicians in the Workforce

Mid-level Practitioners

Exhibit 8.5 Health Professions Education, Supply, and Current Issues

Exhibit 8.6 Active Health Services Personnel per 100,000 Population, 2005

Exhibit 8.7 Physician Assistant Practice Settings, 2008

Nurses

Exhibit 8.8 Nurse Practice Settings, 2008

Pharmacists

Exhibit 8.9 Numbers of Retail Prescription Drug Sales, 2006

Dentists

Exhibit 8.10 Dentist Practice Settings, 2008

Health Services Administrators

Complementary and Alternative Medicine Providers

Exhibit 8.11 Frequencies of Adults Age 18 Years and Older Who Used Complementary and Alternative Medicine (CAM) Providers, by Type of Therapy, United States, 2002 and 2007

9 Hospitals

Development of the Hospital in the U.S. System
Exhibit 9.1 Types of Hospital Classifications ........................................... 252
The Hospital's Role in Today's Health Services System ..................... 253
Exhibit 9.2 Number of U.S. Short-Stay Nonfederal Hospitals, Select Years, 1975–2006 ................................................................. 253
Exhibit 9.3 U.S. Short-Stay Hospitals by Governmental Status and Type of Ownership, 2006 ................................................................. 254
Exhibit 9.4 U.S. Short-Stay Hospitals by Bed Size, 2006 ...................... 255
Exhibit 9.5 Hospital Revenue Sources, 2007 ........................................ 263
Exhibit 9.6 Regulatory Programs for Hospitals ..................................... 268
Exhibit 9.7 Hospital Expenditures as a Percentage of Personal Health Care Expenditures (PHCE), Select Years, 1960–2007 .............. 271
Hospitals in Transition ........................................................................... 271
Exhibit 9.8 Percentage of Hospitals with Insurance Products (in Managed Care), by Type of Product, 2006 ........................................ 275
Exhibit 9.9 Transition from Hospital to Health Services System ............ 276

10 Biomedical Research, Health Services Technology, and Technology Assessment ................................................................. 279
Biomedical Research ........................................................................... 279
Exhibit 10.1 National Health Expenditures on Biomedical Research, Select Years, 1960–2007 ................................................................. 280
Exhibit 10.2 National Funding for Health Research and Development ................................................................. 281
Exhibit 10.3 Congressional Appropriations for the NIH, Select Years, 1970–2008 ................................................................. 282
Health Services Technology ................................................................ 282
Exhibit 10.4 Regulation of Food, Drugs, Cosmetics, and Devices ............ 285
Exhibit 10.5 FDA Approval Process for New Drugs ............................. 287
Exhibit 10.6 National Health Expenditures (NHE) for Prescription Drugs, Select Years, 1960–2007 ................................................................. 289
Exhibit 10.7 Dimensions of Health Services Technology Assessment ....... 295
Technology Assessment ....................................................................... 295
The Role of Health Technology in a Changing Health Services System .... 298

Part VI The Delivery System

11 Overview of the U.S. Health Services Delivery System ................. 305
Understanding the Delivery System: The Basis of System Reform ............. 305
The Continuum of Health Services in the U.S. System ......................... 306
Exhibit 11.1 Continuum of Health Services ......................................... 306
How Health Services Are Delivered .................................................... 310
Exhibit 11.2 Delivery System Participants ........................................... 311
Exhibit 11.3 Delivery System Participants, Person with Individual Policy or Self-Pay ........................................ 311
Exhibit 11.4 Delivery System Participants, Medicare Program .......................................................... 312
Exhibit 11.5 Delivery System Participants, Medicaid Program .................................................... 312
Exhibit 11.6 Delivery System Participants, Government Health Programs ........................................... 313
Exhibit 11.7 Delivery System Participants, Uninsured Persons ................................................... 313
Exhibit 11.8 Delivery System Participants, Managed Care, External Utilization Review/Control ........................................ 314
Exhibit 11.9 Delivery System Participants, Managed Care, Internal Utilization Review/Control .................. 314
Exhibit 11.10 Delivery System Participants, Managed Care, Self-Insured Employer ................................. 315
Exhibit 11.11 Consumer-Directed Health Plan ...................................................................................... 315

Quality of Care .......................................................................................................................... 316

12 Health Promotion and Disease Prevention' .................................................................................. 319

Health Promotion ....................................................................................................................... 319
Exhibit 12.1 Healthy People 2010 Focus Areas ............................................................................. 320
Exhibit 12.2 Effective Clinical Preventive Services ....................................................................... 322

Health Protection .......................................................................................................................... 323
Disease Prevention: Primary, Secondary, and Tertiary .................................................................... 324
Health Promotion, Health Protection, and Disease Prevention
Issues in the U.S. Health Services ............................................................................................ 326

13 Primary Care ............................................................................................................................... 331

Defining Primary Care .................................................................................................................. 331
Primary Care Providers .................................................................................................................. 332
Access and Utilization of Primary Care ......................................................................................... 332
Exhibit 13.1 Visits to Primary Care Generalist and Specialist Physicians, by Age Group, 2006 .................. 333
Exhibit 13.2 Number of Annual per Person Visits to Primary Care Providers, 1987–2006 ...................... 334
Exhibit 13.3 Number of Annual Visits to Physicians, by Age and Gender, 2006 ................................. 334
Exhibit 13.4 Dental Visits in the Past Year, by Gender, 2006 ............................................................... 335
Primary Care Issues in the U.S. Health Services System .................................................................. 335
Exhibit 13.5 Annual Number of Physician Visits, by Age and Race/Ethnicity, 2006 ............................ 336
Exhibit 13.6 Dental Visits in the Past Year, by Race/Ethnicity and Age, 2006 ................................. 336

14 Secondary Care ........................................................................................................................... 339

What is Secondary Care? .............................................................................................................. 339
Exhibit 14.1 Percentage of Persons with Any Activity Limitations, 2006 .................................................. 340
Who Provides Secondary Care? ........................................... 341
Exhibit 14.2 Visits to Primary Care Generalist and Specialist Physicians, by Type of Physician, 2006 .............................. 341
Exhibit 14.3 Ambulatory Care Visits, 2006 ............................. 342
Access to Secondary Care .................................................. 343
Exhibit 14.4 Projected Number of Persons with Chronic Diseases and Projected Expenditures for Their Care, Select Years, 1995–2050 ........................................ 344
Utilization of Secondary Services ....................................... 345
Exhibit 14.5 Discharges, Days of Care, Average Length of Stay (ALOS), Nonfederal Short-Stay U.S. Hospitals, Select Years, 1980–2006 ............................. 345
Exhibit 14.6 Discharges, by Gender, Nonfederal Short-Stay U.S. Hospitals, Select Years, 1980–2006 ........................................ 346
Policy Issues Related to Secondary Care ............................. 346
Exhibit 14.7 Average Length of Stay, Nonfederal Short-Stay U.S. Hospitals, Select Years, 1980–2006 ............................. 347

15 Long-Term Care ......................................................... 349
Defining Long-Term Care .................................................. 349
Exhibit 15.1 Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL) ................................ 350
Individuals and Populations Requiring LTC Services ............... 350
Exhibit 15.2 Limitation of Activity Caused by Chronic Conditions, by Age Group and Gender, 2006 ......................... 351
Long-Term Care Providers ................................................ 352
Exhibit 15.3 Residence of People Needing Long-Term Care, Before Admission to a Nursing Home, by Payment Source, 2004 ........................................ 355
Exhibit 15.4 Examples of Services Available Under Medicaid Home- and Community-Based Services Waivers ........................................ 357
Exhibit 15.5 Medicare Skilled Nursing Facilities, RUG-III Classification System .................................................. 360
Exhibit 15.6 Percentage Distribution of Nursing Home Size, Select Years, 1971–2004 ........................................ 361
Exhibit 15.7 Proportion of Residents in Nursing Homes, by Nursing Home Number of Beds, 2004 ............................. 362
Exhibit 15.8 Percentage Distribution of Nursing Home Ownership, Select Years, 1971–2004 ........................................ 363
Exhibit 15.9 Number of Intermediate Care Facilities for the Mentally Retarded, Select Years, 1977–2005 ............................. 365
Exhibit 15.10 Medicaid Intermediate Care Facilities for the Mentally Retarded (ICFMR) Enrollees and Payments, Select Years ........................................ 366
Utilization of LTC Services ................................................ 369
Exhibit 15.11 Distribution of Types of Medicare Home Health Care Visits, 2003 ........................................ 370
Exhibit 15.12 Medicare Beneficiaries Receiving Home Health Care .................................................. 371
Exhibit 15.13 Medicare Home Health Care, Select Years, 1974–2003 .................................................. 372
Exhibit 15.14 Number of Medicaid Enrollees, by Category Served by Home Health Care, Select Years 1975–2003 .... 372
Exhibit 15.15 U.S. Nursing Home and Related Care Facilities, Select Years, 1971–2006 ................................ 373
Exhibit 15.16 Demographics of Medicare Beneficiaries in Skilled Nursing Facilities, Admissions per 1,000 Beneficiaries, 2003 .................................................. 374
Exhibit 15.17 Number of Medicare Enrollees, by Category, Served by Nursing Facilities, Select Years, 1975–2003 .... 375
LTC Financing .............................................................................................................................................. 376
Exhibit 15.18 Financing of Long-Term Care Services, Select Years .......................................................... 377
Policy Issues Surrounding LTC .................................................................................................................. 378

16 Tertiary Care ........................................................................................................................................... 383
Defining Specialty Medical Care ................................................................................................................. 383
Specialty Care Providers .............................................................................................................................. 384
The AHC as a Provider of Tertiary Care ..................................................................................................... 384
Policy Issues Facing AHCs .......................................................................................................................... 386

17 Palliative Care ......................................................................................................................................... 391
Defining Hospice Care ................................................................................................................................. 391
Hospice Care Providers ................................................................................................................................. 391
Exhibit 17.1 U.S. Hospice Ownership, 2007 ............................................................................................. 392
Exhibit 17.2 Hospice Organizational Status, 2007 .................................................................................. 392
Utilization of Hospice Care .......................................................................................................................... 392
Exhibit 17.3 Sources of Payment for Hospice Care, 2007 ....................................................................... 393
Exhibit 17.4 U.S. Hospice Patients, by Primary Admission Diagnosis, 2007 ........................................ 394
Exhibit 17.5 U.S. Hospice Patients ............................................................................................................ 394
Exhibit 17.6 U.S. Hospice Patients, by Age Group, 2007 ........................................................................ 395
Policy Issues Surrounding Palliative Care ................................................................................................ 395

18 The Care of Special Populations and Special Disorders ...................................................................... 399
Defining Mental Illness ............................................................................................................................... 399
Exhibit 18.1 Admissions to Mental Health Organizations, per 100,000 Civilian Population, by Type of Service and Organization, 2004 ................................................................. 400
Exhibit 18.2 National Health Expenditures for Mental Health Services and Percentage Distribution, by Type of Expenditure, 2004 ................................................................. 401
Mental Illness Care Providers ........................................... 401
Exhibit 18.3 Serious Psychological Distress Among Persons
   Aged 18 Years and Older, 2005–2006 .......................... 402
Exhibit 18.4 Number of Mental Health Treatment Facilities
   and Beds for 24-Hour Residence and Treatment, 2004 ......... 403
Utilization of Treatment Services .................................... 406
Exhibit 18.5 Comparison of Disability Programs Funded
   by the Social Security Act (SSA) ................................. 407
Exhibit 18.6 Additions to Mental Health Facilities, 2004 .......... 408
Expenditures for Mental Health Services .......................... 409
Exhibit 18.7 National Health Expenditures for Mental
   Health Services and Percent Distribution by Type of
   Expenditures, 2003 ............................................. 410
Policy Issues Related to the Care of People with Mental Illness .. 410
Exhibit 18.8 State Mental Health Agency per Capita
   Expenditures for Mental Health Services, Select Years,
   1981–2004 .................................................................. 411

19 The Health Services Delivery System: How Managed
   Care Has Influenced Delivery ......................................... 415
Definitions of Managed Care .......................................... 415
The Shift from Fee-for-Service to Managed Care in the U.S.
   Delivery System ...................................................... 416
Models of Managed Care ............................................... 421
Strengths and Weaknesses of Managed Care ..................... 427
Managed Competition .................................................. 429
Managed Care Market Share ......................................... 430
Exhibit 19.1 Enrollment in Employer-Sponsored Health
   Plans, 1996 and 2008 .............................................. 431
Exhibit 19.2 Number and Percentage of Medicaid
   Beneficiaries Enrolled in Managed Care, 1991–2006 ......... 432
Policy Issues Surrounding Managed Care ........................ 433
Appendix 19.1: Managed Care Models ............................ 444

Part VII Measuring Outcomes of the Delivery System

20 Issues in Quality of Care ............................................. 449
Quality of Care: Working Definitions ................................ 450
Development of a Quality Focus in the U.S. System ............ 451
Major Quality-of-Care Initiatives .................................... 456
Measuring Quality of Care ............................................ 458
Monitoring and Regulating Quality of Care ...................... 460
   Exhibit 20.1 Summary of 2008 HEDIS Measures and
   Product Lines ...................................................... 461
Quality of Care Policy Issues ........................................ 467
Exhibit 20.2 Concerns About Quality of Care Related to Cost
   Containment Initiatives ............................................ 469
Appendix 20.1: AHRQ-Sponsored Clinical Practice Guidelines
List of Topics ................................................. 471

21 Epilogue ....................................................... 473

What Have You Learned That Will Help You Analyze Proposed
Changes? ......................................................... 474

Who Supports Change, and Who Wants to Retain the
Status Quo? ..................................................... 475

Will Changes to the Health Services System Likely Be Sweeping
or Incremental? .............................................. 476

What are Some Likely Consequences of Proposed Changes? ........ 476

Glossary of Key Words .......................................... 479

Bibliography .................................................... 513

Index .............................................................. 545

About the Author ............................................... 571