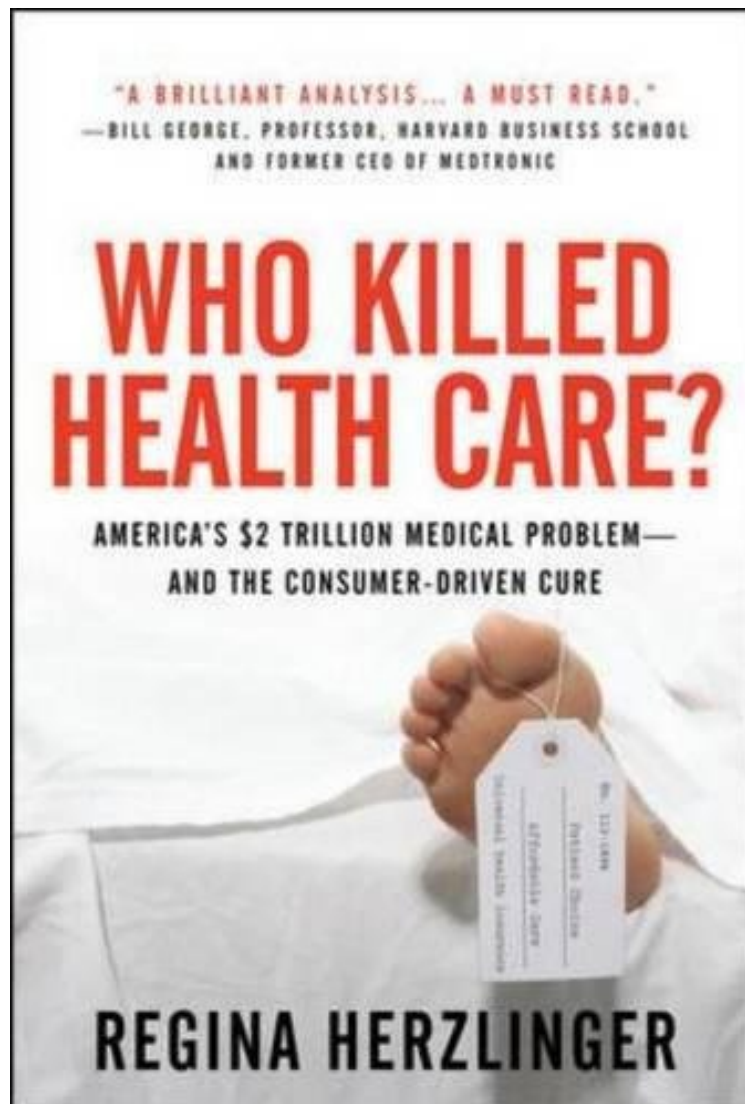


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Who Killed Health Care?: America's \$2 Trillion Medical Problem - and the Consumer-Driven Cure

Regina Herzlinger

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#781716 in Books Regina E Herzlinger 2007-06-01 Original language: English PDF # 1 9.30 x 1.07 x 6.40l, 1.30 #File Name: 0071487808312 pages Who Killed Health Care America s 2 Trillion Medical Problem and the Consumer Driven Cure | File size: 74.Mb

Regina Herzlinger : Who Killed Health Care?: America's \$2 Trillion Medical Problem - and the Consumer-Driven Cure before purchasing it in order to gauge whether or not it would be worth my time, and all praised Who Killed Health Care?: America's \$2 Trillion Medical Problem - and the Consumer-Driven Cure:

5 of 5 people found the following review helpful. A scathing critique
By William Whipple III
Per the jacket flap, Professor Herzlinger (Harvard Business School) "has sat on the boards of directors of dozens of nonprofit and business health care organizations and has been a keynote lecturer at hundreds of meetings on health care." She is also plugged in politically, as attested to by the visits to the U.S. Congress and the White House mentioned in the introduction. So when the author talks about how the healthcare system works in this country, she can do so with some authority. As Herzlinger sees it, there is a war going on and "the wrong side" is winning. She ascribes blame to health insurers, general hospitals, employers (who provide insurance for their employees), Congress, and academics, in other words just about everyone involved with the healthcare industry except consumers and doctors. And in the acknowledgments section, she predicts that "because the status quo fights dirty and fights hard to protect its interests, this book will likely be smeared." (This prediction does not seem to be borne out by the reviews posted on , which are predominantly four and five stars.) There are indeed many pointed comments about firms, institutions, and people, which were probably not appreciated by those on the receiving end. Corners cut, actions taken based on self interest versus the welfare of consumers, over the top compensation packages, and the like. Herzlinger does not even spare her fellow academics, who are said to "favor schemes that give them considerable power over your money." In my view, this part of the analysis is well worth reading no matter what approach to healthcare reform one is inclined to favor. It is stated repeatedly that the healthcare system could benefit from more choices and competition, which leads to the conclusion that a government-run healthcare system (or "single payer") is not the solution and sets up the author's proposal for a "consumer-driven healthcare" system. But Herzlinger is no dyed-in-the wool conservative, for she also espouses universal healthcare and subscribes to the idea that individuals (not companies) should be required to maintain at least catastrophic healthcare insurance coverage (to be subsidized by the government as required). I am not sure the consumer choice and universal healthcare thrusts are compatible, although it would be nice if they were. That would be something for readers to ponder while following the argument. The issue is far from theoretical, for the healthcare legislation currently (10/21/09) under consideration would embrace greater government control as a means of reducing the number of Americans without healthcare insurance - an approach Professor Herzlinger seemingly warns against. On the other hand, she praises the Massachusetts universal healthcare plan that was enacted in 2006 - which according to other sources has led to soaring healthcare costs, etc. - so it's not entirely clear how she would come out on the national legislation now under review. As for the author's own plan, there seem to be a few holes. For instance, I'm not convinced that establishing a new federal agency to function as "a health care SEC" would greatly improve the quality of information available on the performance of healthcare providers. Ask yourself why the SEC missed the Madoff scandal until it blew up in their face. Also, I don't see why the government should necessarily provide a tax subsidy for healthcare expenditures. Perhaps it would suffice to eliminate the current inequity in the tax law by taxing employees on the value of employer-provided healthcare coverage. In summary, this is an excellent analysis, but the solutions offered are no panacea.

2 of 2 people found the following review helpful. Too Bad Nancy Pelosi and Harry Reid didn't read this book!
By Pip
This consumer driven approach is so sensible and not dependent upon the creation of an overwhelming, ever enlarging bureaucracy, to sustain health care. By studying many of the current ills, this book proposes a system where participants involved in every stage of the medical process can compete in program and price against their direct competitors: insurance companies, doctors, technicians, equipment manufacturers, drug companies, home health providers, etc. The book doesn't answer every question. However, it promotes a plan for a free market society which is sensible. Too bad our elected representatives didn't have the courage or the wisdom to address problems in the way suggested in this book. The book becomes an afterthought in the face of the Federal behemoth that has been created. BUT, it offers sound ideas for future congressional consideration if we must make changes to the current plan...

1 of 1 people found the following review helpful. Touches reality of the downfall of healthcare in America
By Callie Marie Judd
Not provided in an easy enough flow of information to maintain most people's attention in its entirety, but hits the center of the target of where the actual downfall of healthcare is originating and why the current political and business "status quo" will not accomplish improvement toward the offer and receipt of real LIFE SAVING health support.

In the battle for U.S. health care, patients and doctors are losing. *Who Killed Health Care?* shows how to win the war. One of the nation's most respected health care analysts, Regina Herzlinger exposes the motives and methods of those who have crippled America's health care system—figures in the insurance, hospital, employment, governmental, and academic sectors. She proves how our current system, which is organized around payers and providers rather than the needs of its users, is dangerously eroding patient welfare and is pushing costs out of the reach of millions. *Who Killed Health Care?* then outlines Herzlinger's bold new plan for a consumer-driven system that will deliver affordable, high-quality care to everyone. By putting insurance money in the hands of patients, removing the middleman in the doctor-patient relationship, and giving employers cost relief, consumers and physicians will be empowered to make the system work the way it should. Herzlinger describes in precise detail how her innovative program will provide smaller, disease-focused medical facilities that provide complete care for patients. A national system of medical records that provides privacy with confidential access by approved practitioners. Mandatory performance evaluations

of all hospitals and all other medical organizations Mandatory health insurance with subsidies for those who cannot afford it Who Killed Health Care? is a call to arms that must be answered; the welfare of every American hangs in the balance. A brilliant analysis; A must-read; Bill George, Professor, Harvard Business School and Former CEO of Medtronic; As it becomes more and more obvious to everyone that our current health care system is unsustainable, this is the book that had to be written; Daniel H. Johnson, Jr. MD, former president of the American Medical Association; Regina Herzlinger's ideas to tackle the crisis of the U.S. health care system are based on keen knowledge of the system's existing difficulties along with insights that introduce the reader to new streamlined choices that have the potential of getting both quantity and cost under control; Joseph Kennedy, founder, chairman, and president, Citizens Energy Corporation, CEO, Citizens Health Care, former representative (D-Mass); Regina Herzlinger; offers a vision of the way things can be, should be, and will be sooner or later. The only question is: how long do we have to wait; Greg Scandlen, founder, Consumers for Health Choices; Regi Herzlinger has brilliantly articulated a better way; embracing the principles of competition and innovation that cause every other sector of our economy to thrive. Discharging American health care from the ICU can only happen by putting individual Americans; not politicians and bureaucrats; back in charge of their health care decisions; U.S. Senator Tom Coburn (R-Okla), M.D. Following on the heels of her landmark Market-Driven Health Care, Herzlinger lays it on the line with her expose of what many who work in the health care industry have felt in their gut. Now it is articulated in an entertaining and must-read portrayal, with you and me as the only way out; Dennis White, executive vice president for strategic development, National Business Coalition on Health; A wonderful Orwellian romp through issues which carry a deadly irony. The killers of health care are, of course, the third parties, each of which has an itchy palm and a commitment to profit or power which exceeds the commitment to service, with each engaging the others within a politically shaped box. Rarely has the case for the public been made with so much force, foresight, and wit, and a better way forward shown so clearly; James F. Fries, MD, Professor of Medicine, Stanford University School of Medicine; You can practically hear the war chants as Professor Herzlinger sets out her view of what's wrong with the health care system and how to fix it. You'd best read it so you can decide which side you will be on when the battle is joined; Paul Levy, CEO, Beth Israel Hospital, Boston, MA; Regina Herzlinger, the nation's leading expert on consumer-driven health care, has given us a brilliant analysis of the flaws in our health care system and what it will take to get it back on track. Her latest book is a must-read; Bill George, Professor of Management Practice, Harvard Business School, Former CEO, Medtronic, and author of Authentic Leadership; You don't have to agree with her diagnosis and prescription for the U.S. health care system, but you do have to read her book. Once again, Professor Herzlinger has put together a well researched, well written, and very provocative blueprint for the future of health care; Peter L. Slavin, MD, President, Massachusetts General Hospital

"Regina Herzlinger's impressive and accessible "Who Killed Health Care?" offers insights that could lead to real progress. She sets forth a world in which insurance companies compete on quality, product design and disease management--not on ability to attract healthy consumers. Entrepreneurs would create integrated disease-management systems that profit from excellent and effective service, saving patients' time and providing coordinated care for all aspect of a condition." "Mrs Herzlinger is America's leading advocate of market-driven, consumer-orientated health reform. She wants a national system which requires individuals to buy health insurance, with help in the form of tax breaks for all punters, and subsidies for the poorest. She wants insurance prices to be risk-adjusted and hospitals to be free to charge what they like so they can offer new services as the market demands. Most importantly, she wants the government to demand transparency of price and quality from this notoriously murky industry." -"The Economist"

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"The Economist" From the Back Cover
Doctors. Parents. Citizens. Employers. They're all ready for the cure to America's health care crisis: WHO KILLED HEALTH CARE? A brilliant analysis...a must read.

-Bill George, Professor, Harvard Business School and former CEO of Medtronic
As it becomes more and more obvious to everyone that our current health care system is unsustainable, this is the book that had to be written.

-Daniel H. Johnson, Jr., MD, former president of the American Medical Association
Regina Herzlinger's ideas to tackle the crisis of the U.S. health care system are based on a keen knowledge of the system's existing difficulties along with insights that introduce the reader to new streamlined choices that have the potential of getting both quality and cost under control.

-Joseph Kennedy, founder, chairman, and president, Citizens Energy Corporation, CEO, Citizens Health Care, former representative (D-Mass)
Regina Herzlinger...offers a vision of the way things can be, should be, and will be sooner or later. The only question is: how long do we have to wait?

-Greg Scandlen, founder, Consumers for Health Choices
Regi Herzlinger has brilliantly articulated a better way-embracing the principles of competition and innovation that cause every other sector of our economy to thrive.

-U.S. Senator Tom Coburn (R-Okla), MD
Following on the heels of her landmark Market-Driven Health Care, Herzlinger lays it on the line with her expose of what many who work in the health care industry have felt in their gut. Now it is articulated in an entertaining and must-read portrayal, with you and me as the only way out.

-Dennis White, executive vice president for strategic development, National Business Coalition on Health
About the Author
Regina Herzlinger, DBA, is the Nancy R. McPherson professor of business administration at the Harvard Business School. She has sat on the boards of directors of dozens of nonprofit and business health care organizations and has been a keynote lecturer at hundreds of meetings on health care. Dr. Herzlinger has won numerous research awards from U.S. and international health care and accounting organizations and was elected one of the 100 Most Powerful People in Health Care by Modern Healthcare. She is a Senior Fellow at the Manhattan Institute.