



Health Attitude: Unraveling and Solving the Complexities of Healthcare

John R. Patrick

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After John R. Patrick's career at IBM, he took a seat on the board of a teaching hospital. He was surprised to learn how hospitals and physicians lagged at adopting information technology, and was appalled at the needless complexity of healthcare delivery processes. Instead of shaking his head and walking away, Patrick took action.

The result is a revealing look at the cultural, attitudinal, and technological barriers holding back the United States from achieving a more affordable, accessible, and effective healthcare system. Patrick sees the inability to share personal healthcare information between hospitals, specialists, and primary care doctors as a major problem. He believes increasing collaboration for more effective healthcare is not a technical problem: It is attitudinal. The reliance of the uninsured on expensive emergency care instead of preventive care is not limited by healthcare capabilities, but by the attitude of healthcare policymakers and politicians.

Patrick argues we need new attitudes about healthcare to achieve true reform. His vision includes a system focused on patients and uses an accountability oriented, fee for value model. Patrick promotes an attitude that provides incentives for wellness, not sickness.

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