



## **Making PMI More Effective**

October 12, 2010

TAKE CHARGE OF YOUR CARE.

**MEDICAL STUDIES INDICATE**

**MOST PEOPLE SUFFER**

**A 68% HEARING LOSS WHEN NAKED.**



**GETTING THE MOST OUT OF A VISIT TO THE DOCTOR'S OFFICE**

Take a friend, someone who will help you remember important information.



Educate yourself. Seek trustworthy information about illnesses or conditions that affect you.



Be up-front. Tell your doctors everything, or they might miss something important.



You have to ask in order to receive. If you want answers, you have to ask questions.

At United Health Foundation, we believe that the more you know, the healthier you will be. Which is why we partnered with the NATIONAL HEALTH COUNCIL to bring you these important health tips. We encourage you to get more involved in your care, to seek out information and to always make sure that the information you use comes from a reliable, evidence-based source. To find out more on this and other important topics, visit [UHFtips.org](http://UHFtips.org).

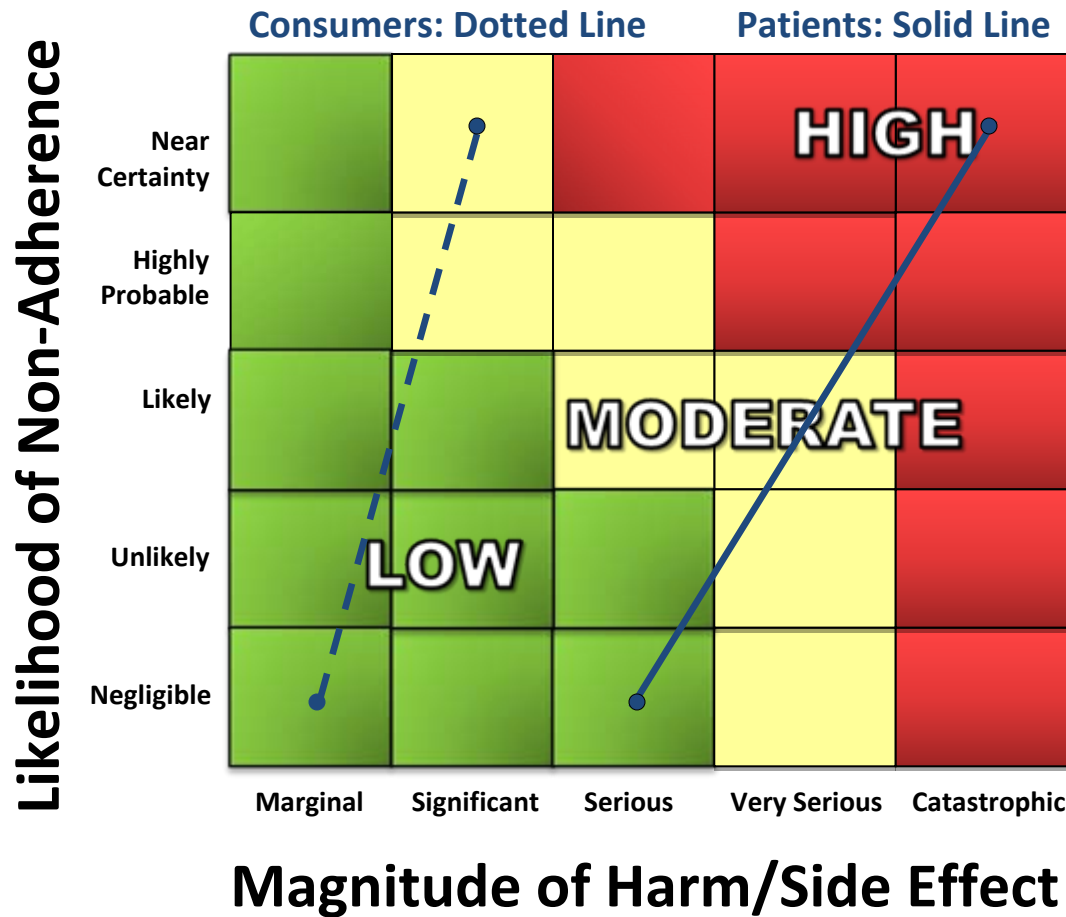


# National Health Council

Founded in 1920, the National Health Council is the only organization of its kind that brings together all segments of the health care community and provides a united voice for the more than 133 million people with chronic diseases and disabilities and their family caregivers.

- Chronic diseases affects approximately 133 million Americans, representing approximately 45% of the total population of this country.
  - 11% have two conditions
  - 13% have three or more conditions
- We envision a world in which all people receive health care that meets their personal needs and goals.

# Risk Assessment of Taking/Not Taking a Drug




# What Patients Want to Know

- Information that patients can and will use to make the most informed decisions
  - What to do
  - How to do it
  - When to do it
  - What to do if it is not working
  - Whom to contact with questions
- Access to full information, including risks

**It becomes a balance between the courage to present all the facts and the consideration/compassion to recognize when too much information without context may do harm.**

# Ask-Me-3 Questions



**Good questions**  
for your **good health**

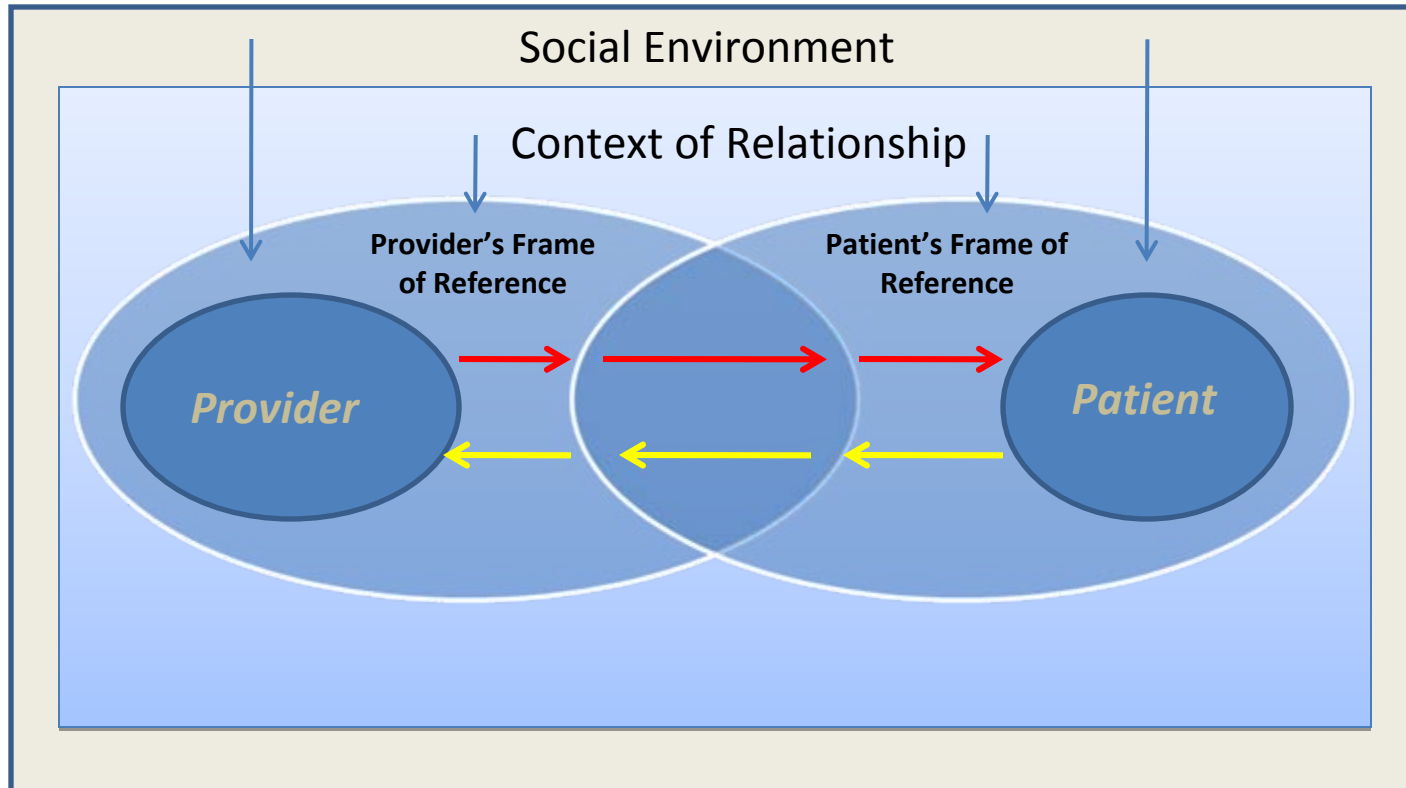
- 1** What is my main problem?
- 2** What do I need to do?
- 3** Why is it important for me to do this?

Source: [http://www.npsf.org/askme3/for\\_patients.php](http://www.npsf.org/askme3/for_patients.php)

# How Patients Want to Receive Information

- Want information that is personalized, customized, and individualized.
  - Want to be known as individuals
  - Want to be listened to
  - Want respect for their knowledge of symptoms and diseases
- Want to be communicated with regularly and appropriately.
- And....

# Want the Ability to Ask Questions



Schramm Concept of Communications



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