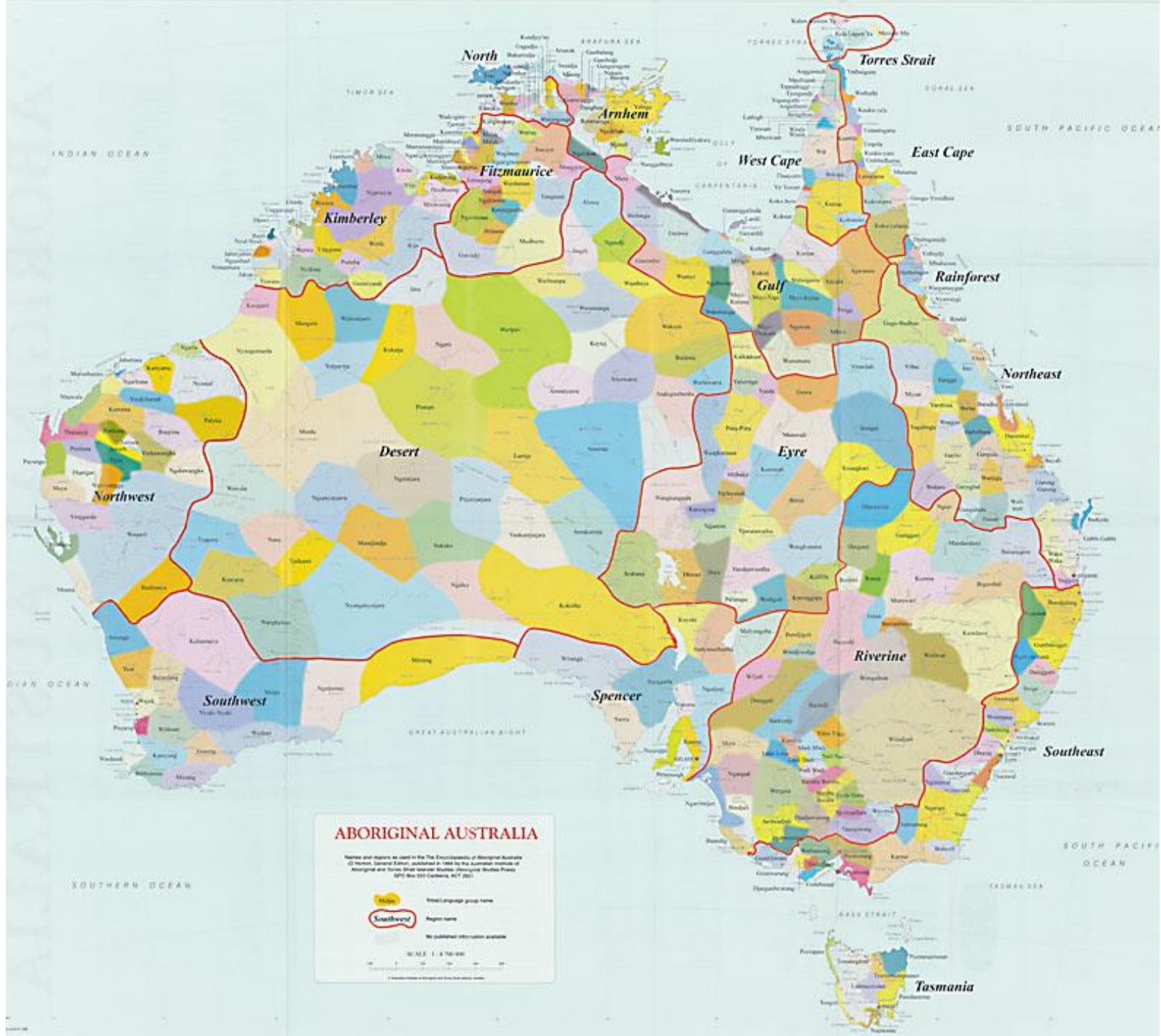




Reimagining the health system

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What is health?

- a state of complete physical, mental and social wellbeing, and not merely the absence of disease or infirmity.
- not just the physical well-being of an individual but refers to the social, emotional and cultural well-being of the whole Community in which each individual is able to achieve their full potential as a human being thereby bringing about the total well-being of their Community. It is a whole of life view and includes the cyclical concept of life-death-life

THE ECOLOGY OF MEDICAL CARE

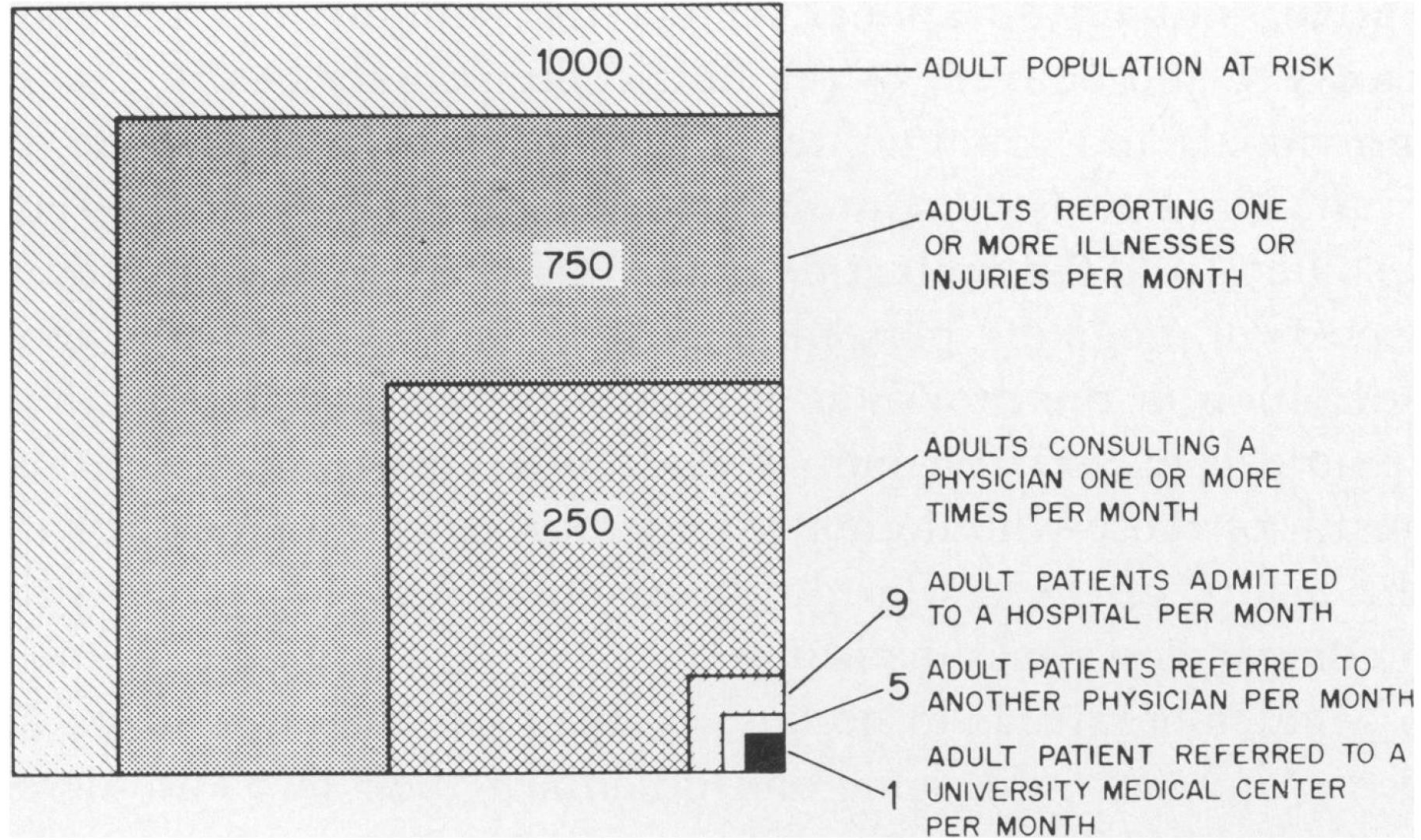
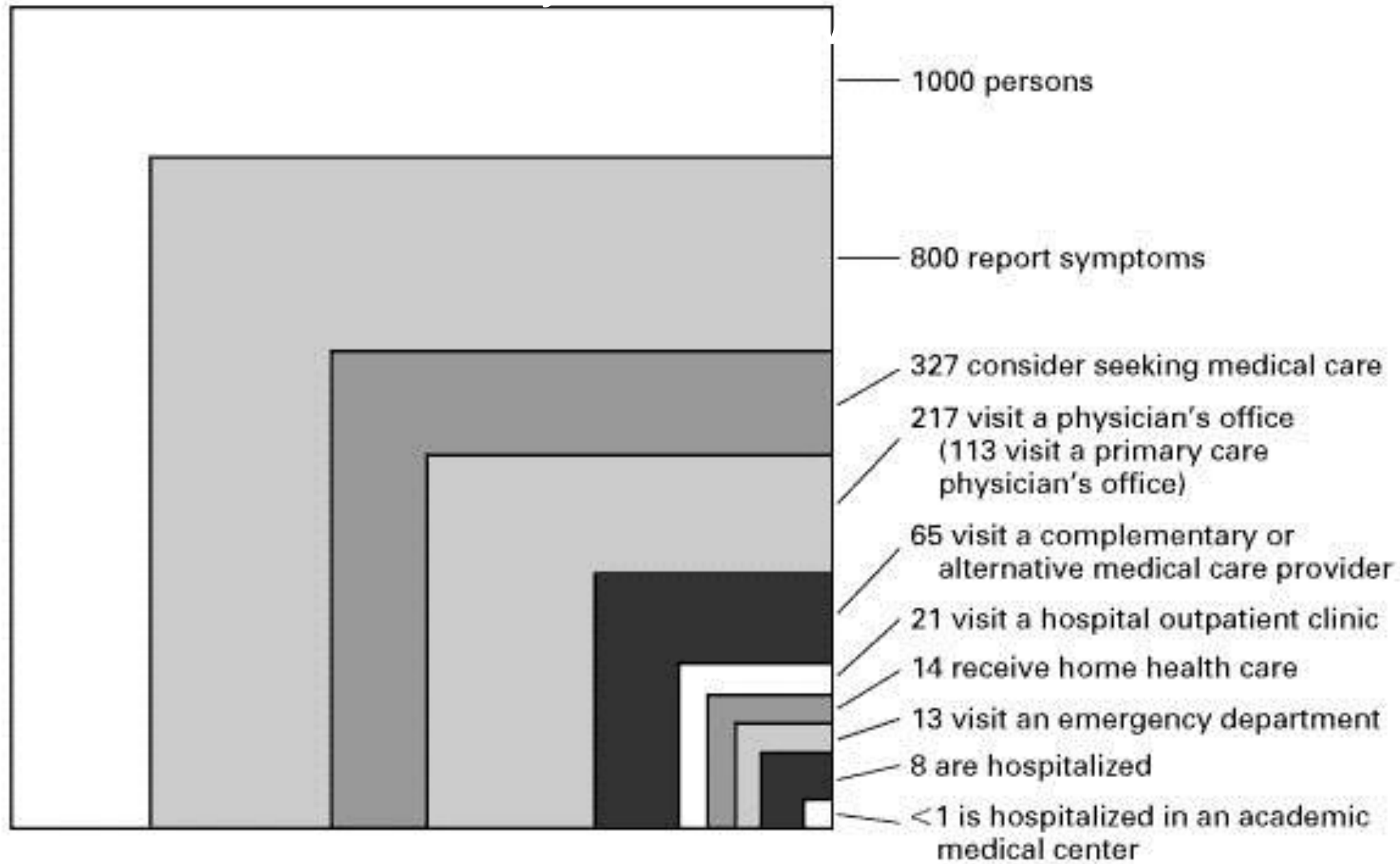


FIGURE 1. Monthly prevalence estimates of illness in the community and the roles of physicians, hospitals, and university medical centers in the provision of medical care (adults sixteen years of age and over).



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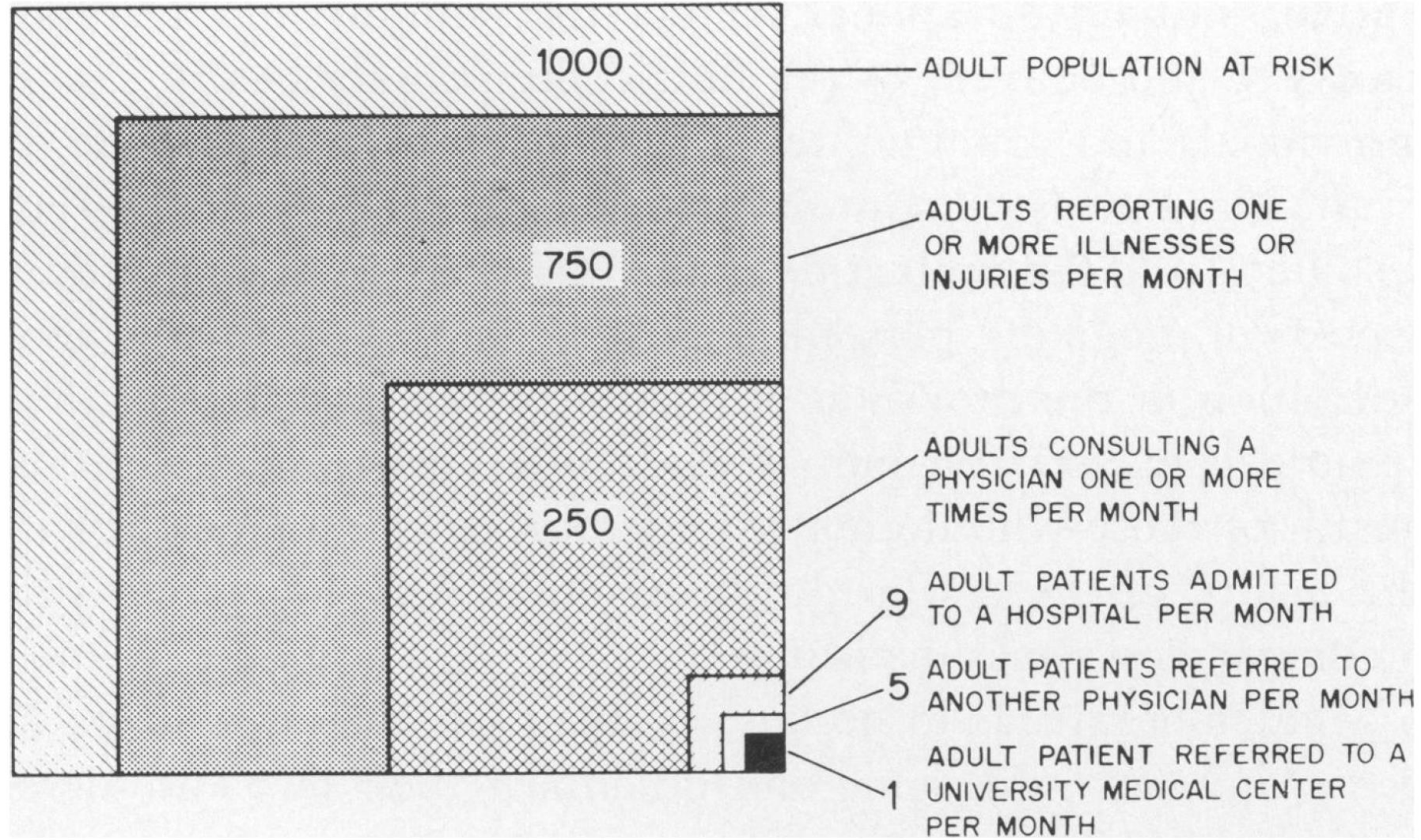


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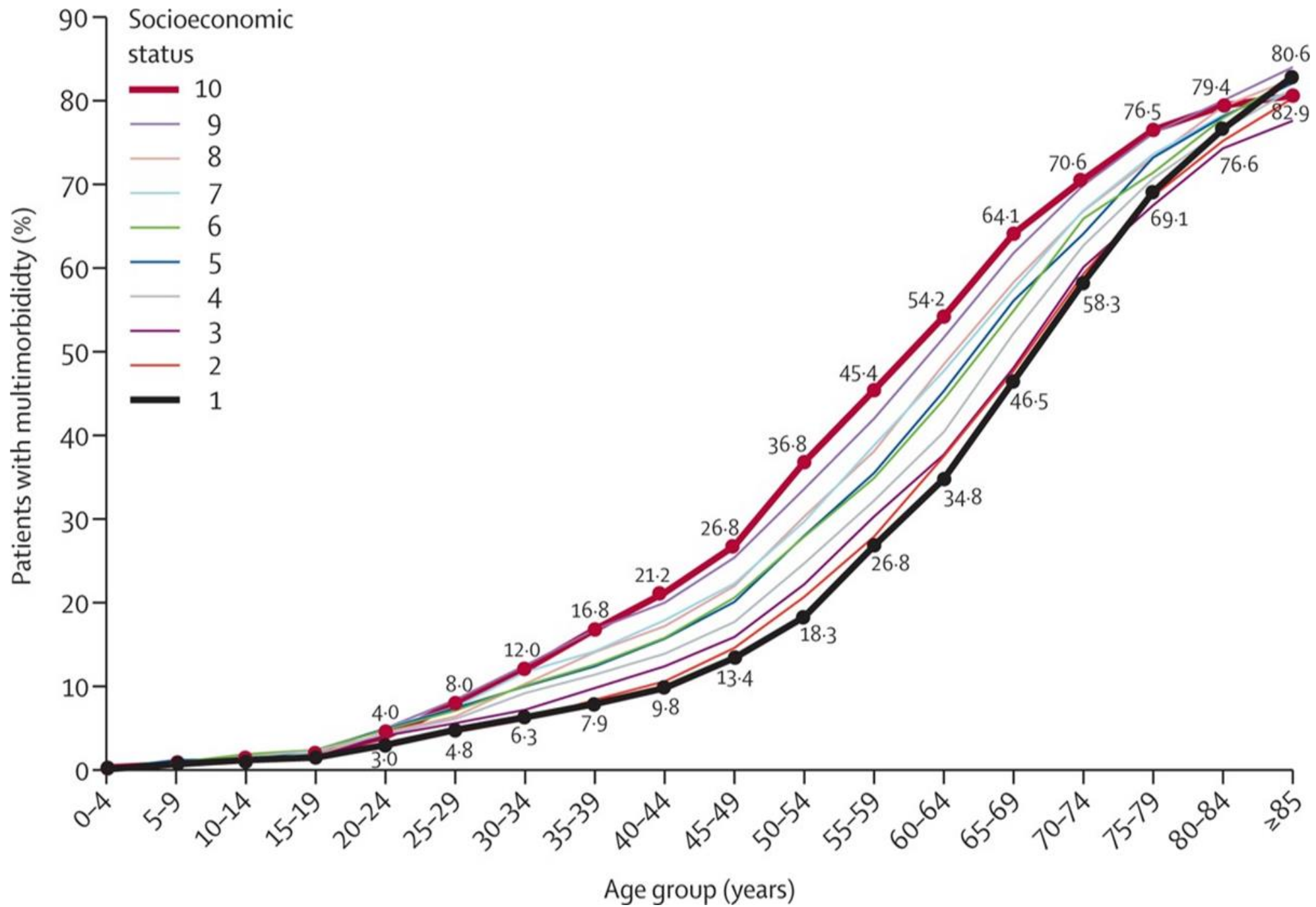
THE INVERSE CARE LAW

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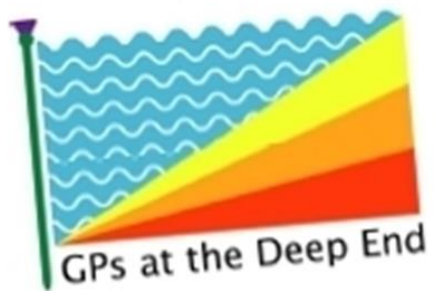
Summary The availability of good medical care tends to vary inversely with the need for it in the population served. This inverse care law operates more completely where medical care is most exposed to market forces, and less so where such exposure is reduced. The market distribution of medical care is a primitive and historically outdated social form, and any return to it would further exaggerate the maldistribution of medical resources.







- Practitioners lack time in consultations to address the multiple morbidity, social complexity and reduced expectations that are typical of patients living in severe socio-economic deprivation.
- Opportunities for anticipatory care are often fleeting and may be lost if there is not the opportunity to connect quickly with other disciplines and services that are closely linked to the practice.
- Practices provide contact, coverage, continuity, flexibility and coordination, and need to be recognised and supported as the hubs around which other services operate.



CONNECTING WITH GENERAL PRACTICE TO
IMPROVE PUBLIC HEALTH

In fact, the origins of the “medical home” arose in the context of children with chronic illness. Orientation toward specific diseases in the medical home threatens the basic principle of primary care, which focuses on the totality of health-related experiences of patients and populations. When practitioners are focused on diseases and their management, they focus less on the spectrum of problems that people face in dealing with their overall health problems in daily life. The ability to focus on patient-defined (rather than professionally defined) health problems accounts for the benefits that accrue to patient health, population health, and equity in health within and across populations.^{9,10} Contributing to improving primary

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“Conclusions: *For Aboriginal patients the focus on interpersonal relationships between themselves and health practitioners is paramount. Creating comforting physical environments and systems that are easier to navigate do assist in overcoming cultural barriers, but are often seen as little more than token gestures if trusting interpersonal relationships are not formed between patient and practitioner.”*

Cultural barriers to health care for Aboriginal and Torres Strait Islanders in Mount Isa, Kristin E. McBain-Rigg and Craig Veitch, *The Australian journal of rural health* 19, no. 2 (April 2011)



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WHAT DO YOU SAY AFTER YOU SAY HELLO?

Rheumatology Advance Access published November 13, 2010

RHEUMATOLOGY

Original article

doi:10.1093/rheumatology/keq234

Homeopathy has clinical benefits in rheumatoid arthritis patients that are attributable to the consultation process but not the homeopathic remedy: a randomized controlled clinical trial

Sarah Brien¹, Laurie Lachance², Phil Prescott³, Clare McDermott¹ and George Lewith¹

TABLE 1 **KEY POINTS FOR CLINICIANS**

<i>Action</i>	<i>Result</i>
Speak positively (yet truthfully) about the therapy being prescribed	Create positive expectations
Provide encouragement and education to empower the individual to take positive action	Enhance active health-seeking thoughts, emotions, and behaviors
Develop relationships of trust, compassion, and empathy	Enhance passive feeling of being cared for
Provide reassurance	Relieve anxiety and fear
Reinforce the importance of interpersonal relations	Support the development of healthful social connection
Learn about the individual's unique outlook, values, past experiences, and belief system	Allow a more efficient matching of individual needs with existing therapies and resources
Help the patient explore his or her own health-related value system	Facilitate appropriate, meaningful, and sustainable health-related choices
Create ceremony and ritual that facilitate meaning and expectancy for the patient	Help patient bridge conscious-subconscious divide, developing healthful mind-body responses and patterns



- Based on relationships, not transactions.

- A patient centred health system is sensitive to stories