

Beat: Health

## Presentation of The ANNUAL RECOMMANDATIONS By Think Tank ECONOMIE SANTE

AGNES BUZYN, Minister Solidarity & health

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**USPA NEWS** - The Doctor-Patient Relationship is a Central Part of Health Care and the Practice of Medicine. The Doctor-Patient Relationship forms one of the Foundations of Contemporary Medical Ethics. The Quality of the Patient-Physician Relationship is Important to Both Parties. The Doctor and Patient's Values and Perspectives about Disease, Life, and Time Available play a Role in building up this Relationship. A Strong Relationship between the Doctor and Patient will lead to Frequent, Quality Information about the Patient's Disease and Better Health Care for the Patient and their Family. Enhancing the Accuracy of the Diagnosis and increasing the Patient's Knowledge about the Disease all come with a Good Relationship between the Doctor and the Patient. Where such a Relationship is Poor the Physician's Ability to make a Full Assessment is compromised and the Patient is more likely to distrust the Diagnosis and Proposed Treatment, causing Decreased Compliance to actually follow the Medical Advice which results in Bad Health Outcomes.

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The Default Medical Practice for showing Respect to Patients and their Families is for the Doctor to be Truthful in informing the Patient of their Health and to be Direct in asking for the Patient's Consent before giving Treatment. Historically in many Cultures there has been a Shift from Paternalism to the Idea that Patients must have a Choice in the Provision of their Care and be given the Right to provide Informed Consent to Medical Procedures... The Spectrum of a Physician's Inclusion of a Patient into Treatment Decisions is well represented

Those who go to a Doctor typically do not know Exact Medical Reasons of why they are there, which is why they go to a Doctor in the First Place. For a Patient to not be able to understand what is going on with their Body, because they can't understand Lab Results or their Doctor isn't sharing or explaining them, can be a Frightening and Frustrating Situation to be in. An in Depth Discussion of Lab Results and the Certainty that the Patient can understand them may lead to the Patient feeling Reassured, and with that may bring Positive Outcomes in the Physician-Patient Relationship.

A Dilemma may arise in Situations where determining the Most Efficient Treatment, or encountering Avoidance of Treatment, creates a Disagreement between the Physician and the Patient, for any number of Reasons. In such cases, the Physician needs Strategies for presenting Unfavorable Treatment Options or Unwelcome Information in a way that minimizes Strain on the Doctor-Patient Relationship while benefiting the Patient's Overall Physical Health and Best Interests. When the Patient either can not or will not do what the Physician knows is the Correct Course of Treatment, the Patient becomes Non-Adherent.

The Field of Patient Experience has emerged over the Past Decade. Like Patient Safety in its Infancy, this Field has not been fully embraced by the Health Care Industry. While measuring Customer Experience in order to improve may seem like a Noncontroversial Standard Practice in most other Industries, the Practice is not entirely accepted among Physicians. The mere mention of this Term can induce a Feeling of Intense Anger... Research demonstrating the Correlation between Service and Quality is mixed. Some Studies find a Correlation between Service and Medical Outcomes, yet other Reports show no Linkage between Patient Experience and Outcomes, and some show a Negative Correlation. Study in this Area, and the Controversy, is ongoing.

Technology is enhancing the Relationship between Clinicians and their Patients, providing a more Seamless and Accurate Interaction

with Real-Time Updates, and the Ability to manage Health Issues remotely, while simultaneously reducing the Per Capita Cost of Healthcare. From Wearable Technologies to Virtual Reality and Telehealth, Doctors and Patients are working together to reduce Hospital Readmission Rates and improve Health Outcomes. A Key Driver of Change and Impact is the Ability to share Information between different Systems to enable Doctors to view Patients' Data more Holistically and Comprehensively... Some Applications already link with Patient's Online Medical Record, with Specialist Appointment Notes, X-Rays and Current Medications. They enable Patients, Doctors, and Caregivers, with Express Consent to access, a much Broader View of Health, and a Faster Ability to make the Best Care and Treatment Decisions appropriate to the Situation.

Big Data are opening up Multiple Opportunities to leverage Vast Amounts of Information very quickly, providing more In-Depth Insights and leading to better Patient Care and Prognoses. Cloud Computing Services such as Microsoft Azure are already in use for Diabetic Retinal Examinations. These include Clinical Analytics, Operational Analytics, Cybersecurity Solutions, Patient Engagement and Telehealth Solutions. Through Virtual Reality Holographic Technology (Telehealth), Patients can have Virtual Appointments with their Clinicians, which is a Massive Breakthrough for Remote Areas with Less Access to Doctors. It saves Travel Time and Expense, and provides a Potentially Life-Saving Treatment. Artificial Intelligence (AI) ; Machine Learning and Predictive Analytics are already being used by Companies. Wearables are already tracking Data such as Heart Rate, Blood Sugar Levels, Blood Pressure, and other Vital Statistics, taking the Pressure off the Patient to manually complete these Analyses. Doctors and Nurses can then download the Readings for a Complete Picture of a Patient's Health....

- Was held on April 2, 2019 @ Salons Hoche (Paris), a Forum Think Tank Economie Santé (Think Tank Health Economy Forum) presenting "Eight Recommendations 2019 to improve Health Relevance". It was organized by Les Echos, animated by Philippe DELUC (President Think Tank Economie Santé) and the Guest of Honour was Agnès BUZYN (Hematologist, Hospital Practitioner) the Current Minister of Solidarity and Health in the French Prime Minister Edouard Philippe's Government. A Long Interview was given followed by Questions coming from the Audience made of Health Professionals.

- DEBATE 1 : Mobilization of Professionals and Patients

\*\* Michel BALLEREAU - Executive Officer FHP

\*\* Elisabeth HUBERT - President FNEHAD

\*\* Benoît PERICARD - Direcotr Health Department KPMG

\*\* Olivier LE PENNETIER - Young Doctor, Former President ISNI

\*\* Alain-Michel CERETTI - President FRANCE ASSOS SANTE

- DEBATE 2 : How to use the New technologies : Information & Communication, Health Data, Artificial Intelligence & Transparancy

\*\* Jean-Philippe ALOSI - Director of Public and Government Affairs AMGEN

\*\* Vincent BOUVIER- President France VIDAL Groupe

\*\* Michel PAOLI - Medical Health Director IMA

\*\* Laurence COMTE-ARASSUS - President France MEDTRONIC

\*\* David CORCOS - President France PHILIPS

Source : Think Tank Economie Santé Forum @ Salons Hoche (Paris), organized by Les Echos-Le Parisien. Held on April 2, 2019

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