

McCarthy's

INTRODUCTION TO

HEALTH CARE DELIVERY

A Primer for Pharmacists

SIXTH EDITION

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To my parents, Ralph and Joyce Illingworth,
who instilled in me a love for learning.

—Kimberly S. Plake

To my wife, Donna, and my daughters, Julia and Valerie.

—Kenneth W. Schafermeyer

For my grandchildren, Patrick, Cole, Ellie,
Oliver, Sawyer, and Charlie.

—Robert L. McCarthy

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Preface

When the *First Edition* was published in 1998, Professor McCarthy hoped to meet a textbook need he felt was not adequately met. As an instructor who taught healthcare delivery, systems, and policy, he had long sought a book that provided an introduction to this rapidly evolving area, but that would do so from the perspective of pharmacy. In subsequent editions, we believe that we have been true to his original intent. Over the years, as we developed new editions, we tried to be responsive to the needs of our colleagues by adding, subtracting, and changing subject matter; by providing active learning exercises; and by developing online resources for instructors and students. Given the rapidly changing nature of healthcare delivery, we have also been committed to an aggressive revision schedule; this *Sixth Edition* is being published just 18 years after the *First Edition*.

The *Sixth Edition* includes several major revisions and chapter restructures to reflect the myriad changes that have occurred since the last edition 5 years ago. Chapter 7, *Quality Improvement and Patient Safety*, was added to reflect the growing importance in pharmacists' work in this area. A new author has joined us and completely rewritten Chapter 13, *Government Involvement in Health Care*, using his many years of governmental relations experience to provide the reader a comprehensive, yet easy to follow, overview of how government impacts health care delivery in the United States each day, especially as we enter the sixth year of *The Patient Protection and Affordable Care Act*. Chapter 20, *International Healthcare Services*, again offers an opportunity for the reader to compare the wide array of health care delivery systems around the world, even as the United States opens a new chapter in its relationship with Cuba. We hope you will find the *Sixth Edition* of *Introduction to Health Care Delivery: A Primer for Pharmacists* achieves the goals of its forebears, but also enables instructors and students of healthcare delivery to consider, more fully, how healthcare services in general—and pharmacy services in particular—are delivered. Moreover, we hope that the text and its supplementary materials—including those provided online—will facilitate thoughtful discussions among students, faculty, and practitioners about not only how health care is delivered, but how the system might be improved for all those seeking care.

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2016

What's New to this Edition

The sixth edition of *McCarthy's Introduction to Health Care Delivery: A Primer for Pharmacists* includes new and updated information to reflect recent changes since the previous edition was published. This edition incorporates important updated material relating to the Affordable Care Act, Medicare and Medicaid, as well as an expanded section on pharmacist roles in public health, including immunizations, bioterrorism, and community health clinics. It includes information on post-graduate education, resources, and credentialing as well as scope of practice and related legislation and information on fellowships.

Information on improving patient safety, drug safety, and pharmaceutical industry and drug development is included in the new Chapter 7, *Quality Improvement and Patient Safety*. This chapter also covers new information on medication use processes including prescribing, monitoring, medication errors, and error prone drug products.

Chapter 13, *Government Involvement in Health Care*, was greatly rewritten to provide new information focusing on government's perspective on the role of pharmacists and specific examples of state health insurance programs, including challenges of the Veterans Health Administration system. Information on global health care and developing countries was also added to this edition.

Recent developments and changes to online healthcare availability led to new information on E-commerce, internet pharmacy, and other technologies used in the health care field today. This edition also discusses electronic prescribing and electronic health records as well as Patient Safety and Clinical Pharmacy Services Collaborative (PSPC). Information on technologies used to improve safety and efficiency is included.

New resources were also added to Chapter 17, *Managed Health Care*, to discuss details on formularies, and drug utilization review, DUR, in greater detail.

New information to Chapter 19, *Pharmacoeconomics* was added to discuss consumer-driven healthcare and pharmacy reimbursement. This chapter also contains additional resources such as documents concerning a consolidated health economic evaluation reporting standards checklist, comparative effectiveness research, information on health technology assessment, and health-related quality of life.

Additionally, updated and new information was added about basic policy issues affecting health care today, pharmacy benefit managers, basic epidemiology, including discussion of incidence, prevalence, and risk, and information on the distribution process including wholesalers and prevention of counterfeits. New information on therapies used at home, as well as new funding for community health centers, patient-centered medical homes, and ambulatory care data was also added to this edition.

NEW TO THE SIXTH EDITION

Updated and enhanced content relating to:

- Expanded section regarding pharmacist roles
- Post-graduate education/resources
- Credentialing/resources
- Affordable Care Act
- Medicare and Medicaid
- Contrasting views of health policy
- Government's perspective on role of pharmacists (provider status)
- Examples of state health insurance programs
- Challenges of the VHA system
- E-commerce, internet pharmacy, and other technologies
- Interdisciplinary models of care
- Scope of practice and related legislation
- Sources of patient information
- Health and illness behavior
- Culture, health literacy, health behavior change and motivational interviewing
- Role of quality improvement in patient safety
- Drug safety
- Pharmaceutical industry and drug development
- Electronic prescribing and electronic health records
- Patient Safety and Clinical Pharmacy Services Collaborative (PSPC)
- Pharmacy benefit managers
- Basic policy issues affecting health care
- Connections between medication use systems and health care delivery models
- Demographics, including compression of morbidity
- Basic epidemiology, including discussions of incidence, prevalence, risk, etc.
- Distribution process, e.g., wholesalers
- Counterfeits and efforts to prevent occurrence
- Internet pharmacy
- DTC advertising
- E-Commerce
- Health care disparities
- Examples of pharmacist roles in public health (immunizations, bioterrorism, community health clinics, etc.)
- Continuous quality improvement
- Measures of quality
- Root cause analysis
- E-prescribing
- Technologies to improve safety and efficiencies
- Reimbursement
- The Joint Commission
- Multihospital systems, horizontal/vertical integration
- Fellowships
- Ambulatory care data
- LTC statistics
- New funding for community health centers
- New therapies used at home
- Economic principles affecting health care
- The uninsured
- Prescription drug plans
- Difference between private pay and Medicaid
- Expand discussion on HEDIS
- Supply-side and demand-side controls
- Consumer-driven healthcare
- PBMS, pharmacy reimbursement
- Details on formularies
- DUR
- Specialty pharmacies
- Cognitive reimbursement and MTM
- Transitions of Care
- Formulary review for expensive biotech drugs
- Health technology assessment
- Pharmacoeconomic methods
- Quality of life and health outcomes measurement
- Health education
- Developing countries
- Accountable care organizations (ACOS)
- Patient-centered medical homes (PCMS)
- Consumer driven health care

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