



Chronic Care at the Crossroads

Exploring Solutions for Chronic Care Management

Comments on Chronic Care at the Crossroads

“Americans are living longer than ever with chronic conditions that were virtually untreatable 50 years ago. With more and more Americans affected by chronic illness, our goal is to design and implement comprehensive programs that meet the full spectrum of individual patient needs, improving their quality of life and enabling them to maintain the highest level of self-sufficiency,” said **Carmella A. Bocchino, Executive Vice President, Clinical Affairs & Strategic Planning, America’s Health Insurance Plans (AHIP).**

“We have largely failed, as a health care system, to develop appropriate preventive and cost-effective approaches to chronic illness, and now we are paying the price for this. There is no more important imperative in health care reform than to re-model our systems of care for the chronically ill,” said **Dr. Troy Brennan, Chief Medical Officer, Aetna Inc.**

“Caregiving is clearly a health hazard. Compared to their noncaregiving neighbors, caregivers on average respond more poorly to important vaccines like influenza and pneumonia, they heal wounds more slowly, have higher rates of cardiovascular disease, and die sooner,” said **Janice Kiecolt-Glaser, PhD, S. Robert Davis Chair of Medicine, The Ohio State University College of Medicine.**

“Most people with chronic illness must deal with it 24/7 – not just when they visit a health professional. To meet this challenge, we must design health care around the person and the family using radically new thinking about health care financing, the deployment of technology, and what constitutes ‘health care,’” said **David Lansky, Ph.D., Senior Director, Health Program and Executive Director, Personal Health Technology Initiative at the Markle Foundation.**

“To really help address the needs of patients with chronic diseases, we need information systems and teams that can help patients in between office visits, and we need financial incentives that reward providers for adopting them,” said **Dr. Thomas Lee, MD, M.Sc., Network President for Partners Healthcare System and Chief Executive Officer, Partners Community HealthCare, Inc.**

“Transformation of chronic care design, delivery, policy and finance is the key to having a healthcare delivery system in America that is healthy, affordable and ethical,” said **Larry Minnix, President and CEO, American Association of Homes and Services for the Aging.**

“There isn’t a family in America that will not be touched by chronic illness. Determining how we are going to best support caregiving families is one of the most important issues our nation needs to resolve,” said **Suzanne Mintz, President/Co-founder/Family Caregiver, National Family Caregivers Association.**

"Chronic disease is a primary driver of skyrocketing costs in our nation's health care system. Effective, population-based health improvement programs, such as wellness and disease management, help people effectively manage and prevent chronic conditions. These proven approaches to chronic care can benefit purchasers, consumers and health care professionals by ensuring proactive, coordinated and high quality health care," said **Tracey Moorhead, President and Chief Executive Officer, Disease Management Association of America.**

"There is a gap between the care provided to persons with chronic illness and the optimal care that medicine can provide. Physicians innately desire that all patients receive the best of care, but physicians are constrained by a lack of resources and by our health system's current focus on acute illness," said **Michael O'Dell, M.D., M.S.H.A., F.A.A.F.P., Chair and Director, Family Medicine Department and Residency Program, North Mississippi Medical Center.**

"Almost half of the nation's population is living with one or more chronic conditions that cannot be cured. One of health care's most vexing problems is caring for patients with chronic conditions who see many providers in many different settings. We need to reinvent the way we look at and pay for care so that we focus on models that promote prevention and integration of care across sites -- and technology is one important enabler to do this," **Carol Raphael, MPA, President and Chief Executive Officer, Visiting Nurse Service of New York.**

"Chronic diseases account for 7 out of every 10 deaths and affect the quality of life of an estimated 90 million Americans. Current trends, such as the aging population and rising rates of obesity, mean that chronic illness will have an even greater negative impact in the future. These sobering statistics serve as a call to action. Adopting healthy lifestyle behaviors can prevent or control the effects of chronic diseases. As a health services company, CIGNA is committed to addressing chronic care needs today and offering health and wellness initiatives that focus on preventing chronic illness in the future. We believe health and wellness strategies are key to reducing the significant and costly toll that chronic illness has on individuals, communities, businesses and governments," said **Dr. Allen Woolf, Senior Vice President of Health Advocacy, CIGNA HealthCare.**

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