

Impact of Patient Non-adherence in Primary Care

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Non- adherence in Primary Care:

- 1) Follow- up visits
- 2) Acute Illness
- 3) Chronic Illness



Non- adherence: Follow-up visits

- Missed education/ self management
- Missed treatment adjustment
- Missed health maintenance
- Result → declining health



Non-adherence: Acute Illness

- More phone calls
- More medication
- More resource utilization
- Result → Progression of illness



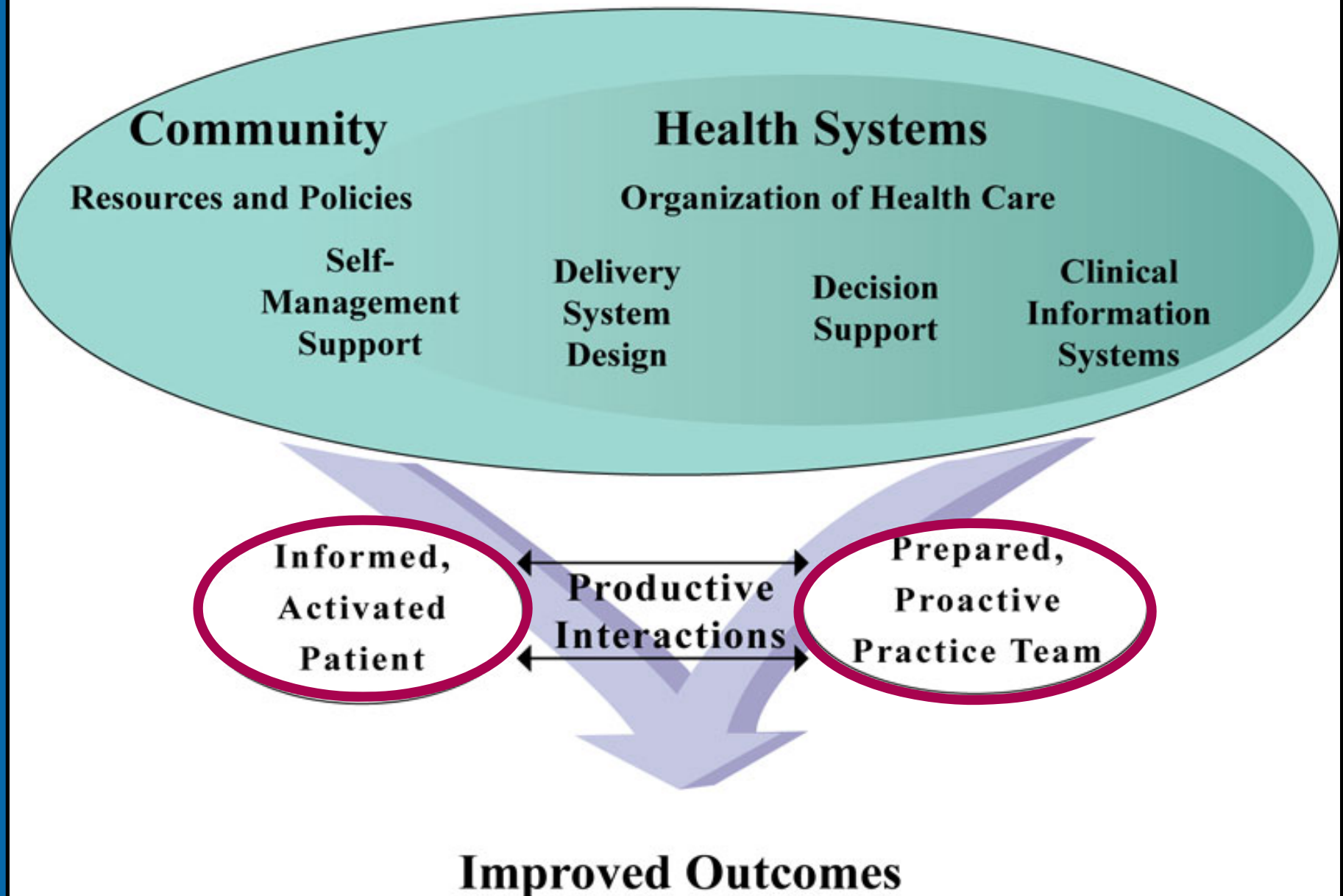
Non-adherence: Chronic Illness

- Treatment “failures”
- More office visits/ hospitalizations
- Frustration
- More resource utilization (secretarial, nursing, medical assistant, social work)
- Result → Progression of illness

Some Initiatives to Improve Adherence



The Chronic Care Model



Improving Adherence in Primary Care

- Improved Use of Patient Education
 - Direct access from the EHR
 - Education of physicians/ students
 - Patient preparation for their periodic health evaluation.
- Information needs of physicians
 - Direct access from the EHR
 - Education of physicians/ students
- **Improving patient satisfaction**

Summary:

(1) Non-adherence in primary care
= Progression of illness

(2) Patient and physician collaboration
should be part of the solution.