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Health Planning

Activities and Approaches to the Development and Distribution of Consumer Health Care Information at the Local, State, and National Levels. A Position Paper. Papers on the National Health Guidelines, Issue No. 10.

Consumer Commission on the Accreditation of Health Services, Inc., New York. Sep 76. 16p

HRP-0013980/8WW Price code: PC A02/MF A01

A position paper is presented on the role of the consumer in the health care delivery system. In the past, consumers have been excluded from participating in the delivery of health services other than as recipients of care. It is felt that consumers have not been able to rationally determine what care is available, how to rate it, what is needed, and what alternatives exist to the type of care being ordered. The Federal Government has failed to ensure that this information is available to consumers. To alleviate this situation, the following goals are formulated: (1) the local Health Systems Agency (HSA) shall become the organizational mechanism to provide leadership and responsibility in the development and coordination of consumer health education programs; (2) the Federal Government shall establish standards and enforcement mechanisms that can be used to rate health care institutions and services; (3) all reports on health care delivery shall be available to the public under freedom of information laws; (4) employers employing more than 50 persons should be required to establish a committee to seek out causes of ill health, accident, or disability, and report these to local HSA and occupational health officials; (5) each institution in the community shall have a patient

advocate program; (6) there shall be a mandatory second opinion program for elective surgery; (7) a larger percentage of the population should be involved in the health care delivery system; and (8) consumers shall be involved in the actual evaluation of the quality of care and rating of services. Specific subgoals support these overall goals.