

## EAGA Business Builder

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## Today's speaker was Doug Johnson—DcJ Solutions



Mr. Johnson is the owner of DcJ Solutions, a consulting firm specializing in various aspects of the health care industry. He also owns Consulting Remedy, a data analytics firm. That group currently provides systems that are used by 30 hospitals for submitting periodic reporting required to state and federal agencies. Doug has a lengthy history of involvement in a variety of jobs and assignments in the healthcare field and during his career, has earned more than a few related credentials, including 'RN' (Registered Nurse) and 'CPHQ' (Certified Professional in Healthcare Quality). He also has a Juran management and training based 'Lean Six Sigma Black Belt Certification'. A few weeks ago, Mr. Johnson had a presentation at one our meetings where he discussed the importance of improving your company's processes and culture in order for you to have a high quality product or service. Doing your homework to make certain that you understand exactly how things are operating within your company to guarantee your operations are functioning in a manner that will cause the desirable outcome when generating a product or service for your customers. Taking the time to personally observe how your people and processes are actually operating will give you the insight needed to determine if, and where, changes should be made. There wasn't sufficient time during that last presentation for Doug to complete all the things that he wanted to discuss, so today he will cover the remaining portion: figuring out how healthcare, particularly in our state, can be improved. The number of doctors in private practice are decreasing while the medical groups are increasing. United Healthcare is now the biggest employer of doctors in the country. Having an insurance company be the largest employer of doctors sure seems to be a system leaning toward a socialized medicine model. And how do patients even know where to get good medical care? There are a few entities that gather healthcare data then use it to provide information for end users (patients). The site <https://www.medicare.gov/care-compare> offers information regarding healthcare providers in your area. Another site: called Leapfrog provides grades for each hospital within a specified distance from your location. It then offers details about how it determined that grade. It can be found at <https://www.hospitalsafetygrade.org>. Centers for Medicare and Medicaid Services generates a 5 star rating for nursing home facilities via [CMS 5 Star Rating](#). But all of those websites only provide historical data and analysis of care that has been provided by the facilities in the past. Nothing there addresses what needs to be done to improve things. It has been estimated that between 44 thousand and 96 thousand people die each year due to medical errors. And that doesn't consider many serious illnesses that go untreated because of cost or lack of access to providers. There seems to be room for improvement. Doug posed the question to today's audience: "How would you re-invent healthcare?" The following are some of the comments: "-Get more medical people to enter the marketplace and provide incentives for them to practice in underserved areas. -Minimize the impact attorneys have on the system via malpractice lawsuits. -Create more medical practices that specialize in preventive processes. -Teach people to stop looking for insurance to pay for trivial services. -Take the time to analyze medical billings to weed out incorrect, unnecessary, or inaccurately billed items." Mr. Johnson offered a couple of ideas as well: Right now, the majority of people that are working outside the insurance system are the very poor that pay cash for services because they can't afford insurance, and the very rich that pay cash for services because they can choose the service that they want and receive it at a cost usually a lot lower than it would be via the 'standard' insurance coverage system. Currently, about 15% of employer overhead is for managing healthcare for employees. If that expense were leveraged to provide medical care outside of the insurance directed processes, there could be an opportunity to offer less costly and improved quality medical care. But if things are going to change, it is Mr. Johnson's opinion that it will have to be the business community that causes the changes. Doug also has ideas on how that could happen and is always glad to talk about it. If you ever want to discuss any issues related to the healthcare industry, give him a call at 505-280-8248.

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◆ **HAPPY BIRTHDAY !!** to Lionel Specter. He celebrated his 92nd on February 27th.

◆ First announcement of a new member application:

Albuquerque City Lifestyle Magazine

Representative: Rich Ringrose

Category: Magazine

Sponsor: John Thomas Mead

First announcement of a new member application:

BMC TACTICAL

Representative: Walter G Bracken III

Category: Gun Store

Sponsor: Bobby Jackson

If you have an objection to either of these companies becoming a member, or if you have information that you feel should be considered during the review process, please contact Membership Committee Chairman, Jack Zipper (via telephone number 505-259-5959 or email at [jdzipper@comcast.net](mailto:jdzipper@comcast.net)) as soon as possible.

◆ Board Members please note that there will be a board meeting on Tuesday, March 12th. Contact Mario, President Joe, or Chairman John Woods if you need more information.

## Badge Board Greeters

Mar 12<sup>th</sup> Manny Santos—Express Employment Professionals

Mar 19<sup>th</sup> Kevin Lorenzen—Aflac

Mar 26<sup>th</sup> Timmy Simms—Territorial Scaffolding

Apr 2<sup>nd</sup>

Apr 9<sup>th</sup> John Mead—John Thomas Jewelers

Apr 16<sup>th</sup>

## Scheduled Speakers

Mar 12<sup>th</sup> Dr. Tom Pazcuzzi—GoPrivateMD

Mar 19<sup>th</sup> Lawrence Herrera—Performance Ranch

Mar 26<sup>th</sup> Glenn Felty—SunState Solar

Apr 2<sup>nd</sup> John Mead—John Thomas Jewelers

Apr 9<sup>th</sup>

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