

SENATE COMMITTEE ON HEALTH CARE
SB 817
TESTIMONY IN FAVOR PRESENTED BY

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ON BEHALF OF ZOOM+CARE

February 28, 2017

Chair Monnes Anderson and Members of the Health Committee

My name is Len Bergstein and I am here representing ZOOM+Care to speak in support of SB 817. Appearing with me is David Sanders, MD – the co-founder of ZOOM+Care. Also, appearing with us is Mark Zeitzer, MD, who is a board-certified emergency room physician – Mark runs our ZOOM+Super clinic.

SB 817 is a modest reform that will have widespread significance in improving health care outcomes for Oregonians, easing the burden of over-crowded ERs and eliminating wasteful spending in the treatment of medical emergencies.

SB 817 will help this committee continue the important initiatives you have taken to transform the dysfunctions of the 20th century health care delivery system.

SB 817 recognizes a simple fact: that non-life-threatening emergency conditions can and should be treated by certified physicians, according to state law, outside the confines of hospitals licensed under ORS 441.025.

Individual Oregonians, Oregonian businesses, the State of Oregon and its taxpayers would benefit from reform like SB 817 that reduce the wasteful, excess utilization of hospital ERs.

Of course, Oregon is not the only place where this dysfunction occurs. Decades of public policy research have studied this problem and reached a consensus on the facts

30% waste in our national health care system is attributed to ER overuse
\$38 Billion annually in wasteful spending is attributed to excess ER use
56% of ER visits could be avoided and treated safely in an alternative, appropriate setting

Sources - <http://www.nehi.net/publications/6-a-matter-of-urgency-reducing-emergency-department-overuse/view> NEHI Research Brief: A Matter of Urgency: Reducing Emergency Department Overuse

http://www.qualityforum.org/NPP/docs/Reducing_ED_Overuse_CAB.aspx [Reducing Emergency Department Overuse: A \$38 Billion Opportunity, November 2010]

At **ZOOM+Care**, our 10-year experience providing innovative health care delivery in Oregon has helped us identify how this wasteful dysfunction can be addressed: by designing a system of care that offers clinical services to fill the gap between urgent care and the hospital ER. In his testimony Dave Sanders will describe what we found and the solution we offer to design a more effective and innovative system of frontline care -- providing patients with non-life-threatening emergencies an “ER physician on demand.”

Additionally, Mark Zeitzer will describe the conditions we treat at our **ZOOM+Super** clinic and why the reform we suggest in SB 817 will help you build a modern delivery system that lowers the cost of care without sacrificing patient safety. Mark’s testimony will provide a “day in the life” of **ZOOM+Super**’s board-certified ER physicians.

(Just last year, we saved individuals and Oregon businesses who purchase care \$22,428,000 by delivering high quality care for non-life-threatening emergencies at one-tenth the cost of an ER visit.)

We fully expect that the defenders of the status quo will object to this modest reform and scare you with testimony “that care will cost more and people will die” because of SB 817...of course that’s the same testimony you have heard in the past when you have tackled other reforms of the dysfunctional health care delivery system. Those claims fly in the face of thorough, evidence-based national research and our own experience treating over one million patients at **ZOOM+Care** clinics in the first 10 years of our existence.

We look forward to working with the Committee in your continuing efforts to reform our dysfunctional health care system. Your hard work will continue to design a modern Oregon system that engages and treats consumers at the most accessible, lowest risk and least costly point of care.

Thank you.

Other Resources

http://well.blogs.nytimes.com/2013/04/15/avoiding-emergency-rooms/?_r=0

<http://www.ammhealthcare.com/latest-healthcare-news/strategies-reducing-emergency-department-overuse/>

Lauren Wallace of ZOOM+ submission to OHA Rule Making (see attachment #2)