

Dale Hackett
December 12, 2019

when sue asked her question, spoke her comments, it reminded me of the fact i had just been researching the bios of onecare board... there is that you literally see, not always same as what you know?

i have never been to a onecare board meeting, to date i don't think they are accessible to me since i don't drive. nor do i find the consumer advocate advisory committee accessible ,but that may not be because of where meeting is held but scheduling conflicts with other meetings i attend, i'm not really sure... i just never seem to get there but have tried,

so my comment was, i thought appropriate, more so as one that literally read the bios, but never attended the meetings, how appearance may effect, impressions, is what i could comment on... sues point, well taken, what is the profit in onecare? it doesn't help they are a for profit organization, not by choice?

some questions simply do need to be asked!!!! i think this is one that deserves respect as a question.. and wait to see what the answer is.

profit is not always easy to define, not always transparent... what that answer may look like to consumers, may not be the answer given by the entity in question.. the greater mistake , to not ask the question?

the bios simply give a interesting impression as i mentioned. i'm always concerned about inclusion, exclusion. to have the best at the table is important, indeed i have excellent experience with knowing that is true. however i also have watched multi million dollar failures for lack of input!!!! i can't stress that enough!!!!

i have in my history working in engineering worked projects where we re engineered multi million dollar projects, (you can count on one hand the number of times i've done this) but the experience you don't forget, the re engineering is not complex as to understanding why it was necessary. lack of input from those that will use the product often a major factor.

to keep this short, easy way to visualize this, toys for children.. you can spend two years designing toys,, the final test is to bring in children these toys are designed for, and see how they react!!!! the results can be quite comical. with a long list of, "oh i didn't think of that in crafting the design!"

back to , for profit, is pricing to build reserves, for profit? or quite literally to cover costs that can occur. regardless whom pays, ?????? what if the risk the reserves are to cover, never happens? where does the money go? do you build reserves to cover the risk? or invest in prevention of the risk? both are valid?

sue i think brings up very valid issues,, as do others, excellent comments.. but the for profit one, i see that one as a sleeper issue, by far more important to answer, than it may appear right now. including the issue of , if excess income occurs, how is that excess redistributed? THE ANSWER CAN'T BE AS SIMPLE AS, JUST RIGHT A CHECK BACK TO EACH CONSUMER AS A REFUND ,,,,, IT WOULD BE NICE IF THAT SIMPLE.

a library that has excess in their budget from savings, reinvest in services, (more computers, more books, more subscriptions) that serves the patrons, and they may lower the annual cost for, residents, and maybe non residents, there are many options..

maybe since they serve the homeless they invest in services for them? maybe they expand their children library? or programs for children.. compared to healthcare discussion though, i have to say, they make it look easy how to work reinvestment's,

onecare may indeed have profit. depends how you define it,,, they are allowed to is the reality in legalities, this will alarm consumers. yet i have seen some presentations, you have seen, as to why that would not be true.

softly but with resolve, i remind, institutional modality of thinking can be a challenge, dartmouth for example has many complexities to its personality, it is a traditionalist institution, to its own demise it can stand firm in not willing to change... and be wrong , totally wrong.. they are also a place you can find innovation, and change, both is true.. each ivy league college is actually rated, or use to be, on tendency to be traditionalist, or more liberal. on campus that creates many many gray areas.

last, can onecare save the hospitals, no, it was not designed with that purpose. nor to bring them profit. it is to serve as a bridge between providers, and consumers... with a heavy influence on patients, consumers, if it does not do that, it will fail, like others have failed as aco's,,, oh wow just looked , long email, need coffee, stopping right here, thanks for listening, thanks for all you do, the issues, are tough and complex.