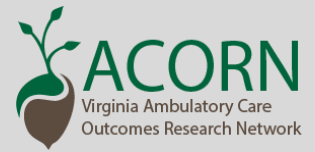




Promoting the value of primary care to create primary care and health system alignment



Primary care provides relationship-based, whole-person care to create quality and value. The [National Academies of Sciences, Engineering, and Medicine](#) defines primary care as, “continuous, person-centered, relationship-based care that considers the needs and preferences of individuals, families, and communities.”

Primary care financial performance has depended on expense reduction through decreasing waste and finding and treating disease early and increased documentation of population illness and social needs for higher payments. Health system financial performance does not automatically translate to healthier patients, happier clinicians, or healthier communities.

Payment models vs. clinician values



When revenue equals **capitated payment multiplied by number of individuals covered**, primary care clinicians are asked to care for more people, with increasing documentation requirements, **without more support**.



Not investing in primary care creates **negative cycle of burnout and lack of trust** in health system.



Violating clinician values creates **moral injury**.

Primary care value is in nurturing and growing relationships



Patients and families
Co-created health goals
Access
Cost



Primary care teams
Enablement
Joy



Communities
Networks and programs to keep people healthy



Health systems
Financial sustainability
Performance attainment



What does relationship-based care require?



Care plans focusing on health goals



Daily care activities



Interprofessional teams (including community)



New outcomes assessments – population-level, patient-reported, engagement, goal attainment



Continuous bidirectional communication

How to align health system and primary care?



Adjusting primary care clinical schedules for relationship-based care and documentation of risk



Investing in primary care including clinical infrastructure, clinician salary, and community networks



Empowering care teams to direct resources to meet patient and community needs

How does relationship-based primary care support value?



Financially sustainable payment methodologies



Networks and communication
Patients and families
Primary care teams
Communities
Health systems



Technology infrastructure
Data that includes patients' goals, context, support
Self-management supports
Network connections
Analytic and predictive models
Communication modalities



Primary care value

Community outcomes – networks and programs to improve health
Person-centered outcomes – co-created health goals and outcomes that matter, access, cost
Primary care team outcomes – joy and enablement
Health system outcomes – financial sustainability and performance attainment



Improved trust and relationships
Care plans appropriate to each person's health, knowledge and engagement, context and support

