

Patient Perspectives on Primary Care: A Webinar

Committee on Implementing High-Quality Primary Care

June 2, 2020
11AM-1PM ET



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Committee Members

- **Linda McCauley**, Emory University (*Co-Chair*)
- **Asaf Bitton**, Ariadne Labs
- **Tumaini Coker**, University of Washington School of Medicine and Seattle Children's
- **Carrie Colla**, Geisel School of Medicine at Dartmouth
- **Molly Cooke**, University of California, San Francisco
- **Jennifer DeVoe**, Oregon Health & Science University
- **Rebecca Etz**, Virginia Commonwealth University
- **Susan Fisher-Owens**, University of California, San Francisco
- **Jackson Griggs**, Heart of Texas Community Health Center, Inc.
- **Robert Phillips, Jr.**, American Board of Family Medicine (*Co-Chair*)
- **Shawna Hudson**, Rutgers University
- **Shreya Kangovi**, University of Pennsylvania
- **Christopher Koller**, Milbank Memorial Fund
- **Alexander Krist**, Virginia Commonwealth University
- **Luci Leykum**, University of Texas at Austin
- **Mary McClurg**, University of North Carolina at Chapel Hill
- **Benjamin Olmedo**, Dignity Health
- **Brenda Reiss-Brennan**, Intermountain Healthcare
- **Hector Rodriguez**, University of California, Berkeley
- **Robert Weyant**, School of Dental Medicine at University of Pittsburgh

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Study Sponsors

- Agency for Health Research and Quality
- American Academy of Family Physicians
- American Academy of Pediatrics
- American Board of Pediatrics
- American College of Physicians
- American Geriatrics Society
- Academic Pediatric Association
- Alliance for Academic Internal Medicine
- Blue Shield of California
- The Commonwealth Fund
- Department of Veterans Affairs
- FMA Health
- Health Resources and Services Administration
- New York State Health Foundation
- Patient-Centered Outcomes Research Institute
- Samueli Foundation
- Society of General Internal Medicine

Statement of Task

NASEM will examine the current state of primary care in the United States and **develop an implementation plan** to build upon the recommendations from the 1996 IOM report, "Primary Care: America's Health in a New Era", **to strengthen primary care services** in the United States, especially for underserved populations, and **to inform primary care systems** around the world. The implementation plan will consider:

- **Barriers to and enablers of innovation** and change to achieve high-quality, high-value primary care;
- The expanding scope of comprehensive primary care integration to **address the needs** of individuals, families, and communities;
- The role of primary care in **achieving population health outcomes** and health equity goals;
- The role of **team-based interprofessional practice** and the range of primary care providers, including those with oral health, lifestyle, and integrative medicine expertise;

Statement of Task (continued)

- The evolving role of technological and other innovations in delivering patient-centered primary care;
- Education and training needs for the **changing workforce** in primary care;
- The evolution and sustainability of **care delivery and payment models** across different communities and care settings;
- Efficient approaches to meaningful measurement and continuous **improvement of care quality**;
- Changing demographics and the primary care needs and access of **different patient populations, including rural and other underserved populations**;
- Identifying and addressing **behavioral and social determinants of health** and delivering community oriented, whole person care; and
- The infrastructure needed to evaluate effectiveness of innovation and its impact on health outcomes and to **support data-informed decision-making**.

Statement of Task (continued)

To develop the implementation plan, the committee will consider successes and limitations of prior efforts to innovate in primary care, as well as the increasing demands and stresses on the primary care system, and will recommend ways to effectively scale and implement successful innovations and programs in US health care settings.

Agenda

- 11:00 AM Welcome and Introductory Remarks
- 11:10 AM Patient Group Perspectives
- 12:20 PM Committee Questions and Comments
- 1:00 PM Adjourn

Reminders

- Open, on-the-record session
- Reporters can contact the study director
- Information-gathering session, no conclusions at this time
- Rigorous report review process
- Public comments can be sent to primarycare@nas.edu
- Patient stories about primary care can be submitted to <https://www.surveygizmo.com/s3/5600459/Implementing-High-Quality-Primary-Care-Patient-Perspectives>

1996 IOM Definition of Primary Care

Primary care is the provision of integrated, accessible health care services by clinicians who are accountable for addressing a large majority of personal health care needs, developing a sustained partnership with patients, and practicing in the context of family and community.

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