

# Primary Care Modernization Discussion Guide

## We'd like to hear from you.

In your work with consumers, what are their most important, immediate needs?

How could primary care better address those needs?

---

## Services Under Consideration

The Practice Transformation Task Force and other SIM workgroups are evaluating which services a “modernized” primary care practice should be able to offer patients. As part of this evaluation, they are interested in hearing from consumers and other stakeholders. Input shared during today’s discussion will be used in their evaluation.



The services being considered are listed below. The workgroups are evaluating the services based on five criteria – better health, better care, patient experience, provider satisfaction and cost. Throughout our discussion, please feel free to ask questions and share any thoughts or concerns that come to mind.

## If patients had access to teams of medical professionals with different skills, training and experience working together, which services would be most helpful?

- Pharmacists and nurses to support patients with complex medical conditions
- Community health workers, care coordinators and others helping patients connect to medical and community resources
- Health coaches and nutritionists to support patients in eating healthier, moving more and make other lifestyle changes

- Behavioral health professionals developing a shared care plan with primary care and seeing patients in the same office

**If patients had easy, private ways to connect to with medical professionals, how might they use these services? What barriers might get in the way?**

- Call, text and email options
- Group visits with other patients with similar health needs
- Home visits for those who have trouble getting to appointments

**Which investments in technology and training should primary care providers make a priority?**

- Remote monitoring of patients with certain chronic conditions e.g. a scale that automatically sends heart failure patients' weights to the care team to monitor if fluid is being retained
- "e-Consults" with specialists so primary care doctors can quickly and easily get advice on whether a patient needs to see a specialist and if not, developing a treatment plan
- Access to training and resources to better care for patients with challenging conditions such as older adults or patients facing chronic pain

---

### **Ideas for Changing Primary Care Payment**

In Connecticut, we spend about 5 percent of all health care dollars on primary care. Also, the system is designed to only cover the cost of office visits. Together, this offers limited opportunity (or incentive) for practices to invest in services such as those described above.

The Practice Transformation Task Force offered ideas on how to change primary care payments so providers would have more flexibility to care for patients in the most effective, convenient and efficient ways. However, under a more flexible approach, it's important for practices to be held even more accountable for the care they provide.

**What strategies should the model use to ensure primary care providers are providing people with the care they need?**

- Pay providers based on how much care their patients are expected to need and make adjustments when patients require much more or much less care than expected.
- Measure how much care patients receive and how it compares to previous years, other patients with similar needs and national trends.
- Measure and publicly report on the primary care provider's quality and patient experience