

The Five Why's of the Primary Care Crisis

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Survey Question

The primary reason the organizations I work for/with financially subsidize primary care is:

1. We don't subsidize primary care, it is a profit-center
2. To prepare for the transition from volume to value
3. For the downstream revenue
4. No clue, but we do

Is primary care shrinking?

The 4 C's	Definition	Current State
Accessible	After you call your mother and google it, you call me	Golden Age of Access
Comprehensive	My patients get all recommended care	BP control in the US improved from 25.6% in 2000 to 43.5% in 2016 Years of progress lost from Covid
Coordinated	I am also responsible for the care you get elsewhere, including the mess that happens when it all mixes together in a single human being	RN and SW care coordination Interoperable EHRs More Access = More coordination
Continuous	“Patient-centered care over time” Building a trusting relationship Keeping and telling your story	25% of Americans don't have a PCP 50% of commercially insured patients didn't see a PCP in 2016

We have no idea if the 4C's are separable

Why is primary care shrinking? (Why does it have to be subsidized?)

- In 1991, the practice I joined had 2 employees for every physician
- My current primary care practice has 5
 - Some provide new and better care
 - Others busy with paperwork and helping patients navigate the nightmare of our current healthcare system.
 - None of them are bringing in significant revenue.
- In 1991 for every 2 hours seeing patients, there was roughly one hour of paperwork.
- PCPs spend 2 hours on EHR for every hour seeing patients
 - Changes in expectations of primary care
 - Rules and regulations and badly designed EHRs
- 1991 – 2/3 of my time paying for 3 people
- 2021 – 1/3 of my time paying for 6 people

Why do I have to have so many team members?

- For a panel of 2500 patients receiving all recommended care:
 - 10.6 hours for management of chronic disease
 - 7.4 hours for prevention
 - 3.7 hours for acute care
 - Yarnall, K. et al., *Preventing Chronic Disease*, April 2009
 - 0.7 hours for health plan's administrative requirements
- I just can't work 22.4 hours a day like I used to
- Two solutions
 - Concierge Care
 - Teams

Why is there so much work for the team members to do?

- More care that works = 18 hours of prevention and chronic disease management
- Primary care is expected to now integrate in
 - Care Management
 - Behavioral health
 - Substance Use
 - Social Determinants of health

Why isn't the work paid for?

- Only 5.6% of total US healthcare spending is for primary care vs. 14% for the average developed country

Why is only 5.6% of total US healthcare spending for primary care?

- Because the RUC is built like the Senate instead of like the House