

# Advanced Primary Care: Defining a Shared Standard

Pacific Business Group on Health (PBGH) and the California Quality Collaborative (CQC) have articulated attributes to define Advanced Primary Care, which ensures high-quality, lower-cost primary care that keeps patients at the center of every interaction. The goal of this work is to activate the many fronts required to achieve Advanced Primary Care on a broad scale:



patients and purchasers of healthcare will be able to recognize it when they see it, and, thus, will pay differently for it;



providers not yet meeting the standard will have a clear idea of what's needed to get there; &



supporting entities like CQC will have a clear picture of where support is necessary for scaling Advanced Primary Care.

This definition of Advanced Primary Care sets an intentionally high standard of attributes that are either in-place or require development. Attributes were developed using evidence from the literature<sup>1</sup> and CQC's first-hand experience. A fundamental principle is to center the definition of Advanced Primary Care around the patient and how the patient experiences care.

Patients say:	Attributes of the primary care practice include <sup>2</sup> :
<p>"I can get care and information from my primary care team when I need it and in the way that best meets my needs."</p>	<ul style="list-style-type: none"> <li>• Access to care through same day appointments</li> <li>• Video and phone visits</li> <li>• Care team availability after hours.</li> </ul>
<p>"My primary care team knows me and keeps me well; when I need planned surgery or emergency care, they know what happened and support me in becoming well again."</p>	<ul style="list-style-type: none"> <li>• Grouping patients by risk level and proactive outreach to get them needed care</li> <li>• Knowing when patients are hospitalized or visit the ED to transition them back to primary care</li> <li>• Understanding patients' treatment goals.</li> </ul>
<p>"My primary care team can meet most of my healthcare needs; when I do need to see a specialist, they help me find the right one and communicate with them about me."</p>	<ul style="list-style-type: none"> <li>• The ability to perform common procedures without having to refer out for a specialist appointment</li> <li>• Practicing team-based care</li> <li>• Maintaining care coordination agreements with specialists.</li> </ul>
<p>"My primary care team knows and supports the whole me - not just my body."</p>	<ul style="list-style-type: none"> <li>• Screening and managing of behavioral health and social needs of patients.</li> </ul>

For a complete description of CQC's Advanced Primary Care attributes, visit our website.

<sup>1</sup>Barbara Starfield's pillars of primary care; UCSF Center for Excellence in Primary Care's The 10 Building Blocks of High Performing Primary Care; Stanford Clinical Excellence Research Center's findings on attributes of high value primary care

<sup>2</sup>Listed are examples of some of the attributes. For a complete list, [see here](#).