

# White Paper Key Messages

To build the Primary Care 2030 White Paper, we looked at high performing health systems around the world, and we consistently saw that systems oriented around the patient led to better outcomes – both for the system and for the patient. We also looked at Alberta’s own health care journey over the past three decades and realized that we already have many of the required elements in place. The White Paper weaves together elements that are working in our current system, learnings from other systems and a solid understanding of what we need to truly address the issues we’re facing in health care today.

At its core, the model we’re proposing is one that puts the patient in the center, building a network around them that will serve both their complex ongoing and acute care needs – as well as supporting better preventative health for populations.

This model truly considers what’s best for the patient and looks beyond the traditional divides between health and social care. It orients our systems around patient needs rather than institutional structures. By establishing a medical home

for each patient, linked to medical and social supports and accountable both to the taxpayer and the patient, we can create a more efficient and effective health system for Albertans.

The model aims for full integration so that we can achieve true continuity of care, supporting patients throughout their health journey by providing care that isn’t siloed. Health care is continuously advancing, allowing for new treatments, specialties and other care options, but this constant change can make the system difficult to navigate – for patients, physicians and all partners in the system. Reorienting around the Patient’s Medical Home is necessary because it will allow Albertans to access ALL the benefits that come with complex and diverse care.

Other systems have proven that shifting to a patient- and outcome-focussed system results in better outcomes for each patient, but it also yields greater outcomes for every dollar invested in health care. This kind of system performs better, ties investment more closely to patient and system outcomes and makes us all more accountable to the Albertans we serve.

## Key Messages

### **The way we provide health care to Albertans originated at a time when health care was much simpler**

- This system is designed in silos, where primary care and other medical and social supports do not work in lock-step.
- The diversity of treatment options, our complex understanding of the unique needs of each patient and increased specialization in health care create a much more complex system.
- That complexity makes it hard to navigate for physicians and patients alike.

### **High-performing health systems are integrated, with streamlined funding and service delivery, and they are community and population health driven, with a primary care orientation**

- Health care systems and related social care supports are more diverse and complex than they’ve ever been.
- Leaving patients to navigate this on their own or expecting physicians and others to establish workarounds to compensate for this complexity has bogged down our system and is costing patients and taxpayers.
- To meet the needs of today’s population, in the context of the complexity in health care, we need an effective system that delivers greater results for each dollar invested.

## The health system in Alberta needs this change

- We're doing everything that we can within the current system, but we know the system is bursting at the seams.
  - Health care professionals are doing all they can to support patient outcomes.
  - Current silos and structures do not allow us to work as an integrated system to achieve the best patient outcomes.
  - Many band-aid solutions have been put in place to enhance integration, and while there have been benefits, we need bigger change.
  - If we don't make this change, we're impeding the ability of medical professionals to provide the best care to patients, and we're allowing the system to continue to function inefficiently – wasting tax dollars.
  - But, to make a real difference, we will need to make fundamental change.
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## We're well positioned for transformational change

- Twenty years of work has been done in Alberta to bring about reform and best practices.
  - Each of these was a necessary steppingstone toward realizing a broader vision and change.
  - On their own, the components already exist to make the changes we're recommending. Taken together, this will be transformational for Alberta.
  - This change is not easy – at first glance it can seem overly ambitious, but we are confident that this is doable, and by 2030.
  - Throughout this pandemic, we've seen how well health care professionals adapt to changing circumstances, and how committed we all are to the patient – this IS possible.
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## This model is proven and isn't really "new"

- Primary and community-based care are the foundation of the best health systems in the world.
- We've reviewed the best-functioning health systems in the world, as well as what is working in Alberta and based our recommendations on that knowledge.
- It has been proven that better integration equals higher performance.

## It's important that we do this now

- It is possible to make this kind of transformational change in less than 10 years.
  - The pandemic has laid bare the flaws and opportunities we face.
  - No one in the health system believes that the system is working as well as it should be, but at this point we've applied all the band-aids we can – it's time for more transformational change.
  - All the pieces are in place. If we re-orient the structure of our system we can create something that's better for everyone, including patients, physicians (primary and specialist), the public/taxpayers, the government and other stakeholders.
  - Health systems around the world will move to this model in coming years, and by leading, we can bring those benefits here, sooner.
  - Every day we lose is wasted – we need to move quickly.
  - It is time to push through the political, institutional and professional barriers and work together to change and create a system that benefits all Albertans.
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## This will re-establish Alberta as a leader in the health space

- Patient's Medical Homes are the future.
  - This vision positions physicians as leaders in transformational change and will create a system that we can all be proud of.
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## This model allows everyone in the system to do what they're best at

- Today, patients, doctors, administrators and others spend too much of their time navigating the system.
- The White Paper orients the players in the system around the patient – ensuring that everyone spend more time doing what they're best at.
- The system is oriented around the patient, efficiently integrating other specialties and health resources in a way that is designed to reduce friction in the process for all players.
- Specialists will spend more time on their clinical work and less time on administrative way-finding.
- Primary care teams will operate more efficiently by coordinating and sharing the load appropriately according to skill and profession.

- The patient will engage with a core team and specialist support in the manner that best suits them and their needs.
- No players in the system should see their compensation decrease as a result of these changes.
- We don't expect that this will reduce the overall cost of the system, what it will do is improve patient outcomes and ensure that all partners in the system are used to their fullest and best capacity.
- It will provide the ability to better tie outcomes to health system costs, and provide better value for every dollar invested in our health system – tying per capita health spending more closely to measurable outcomes.