Transforming Primary Care

The Center’s mission is to identify and validate models of care that improve quality at significantly lower cost and reduce the amount of time it takes to spread these models through the healthcare system. Our entry into healthcare transformation is also the entry point for many Americans into the healthcare system: primary care.

Through research conducted by Stanford University’s Clinical Excellence Research Center, we identified 10 distinguishing features [1] of primary care practices [2] that deliver higher-quality care at a lower-than-average total cost. These exemplary practices not only have higher quality outcomes, they have patients who are highly satisfied with the care they receive, and have high-functioning care teams who are deeply satisfied in their work.

The first phase in the Center’s methodical approach to achieving scale is what we called a Limited Market Test. Working with three initial practices over two years, the Center performed its own research in how to replicate this high-performance model, gaining valuable insights on issues such as engagement and ownership; prioritization and sequencing; and data collection, tracking and reporting. Recognizing the need for digital solutions to drive scale, the Center is also developing its own proprietary software: a digital transformation toolkit offering an innovative suite of curriculum distribution and project management tools for practices and facilitators.

The next phase of our work will begin to transform primary care practices at a wider scale. The Center is focused on a regional approach that will engage all local healthcare stakeholders—including elected leaders, employers, insurers and providers—to build a movement for change. By going deep within a few regions, we hope to demonstrate and showcase significant impact, which will drive demand from other regions across the country.

**Identification: Uncovering America’s Most Valuable Care** [3]

We teamed up with Stanford University’s Clinical Excellence Research Center to identify physicians and hospitals that deliver exceptional value.

**Replication: Prototyping for Scale** [4]

As we learn how practices adopt the model, we are actively prototyping a curriculum that incorporates the processes and tools they use in their own transformation.