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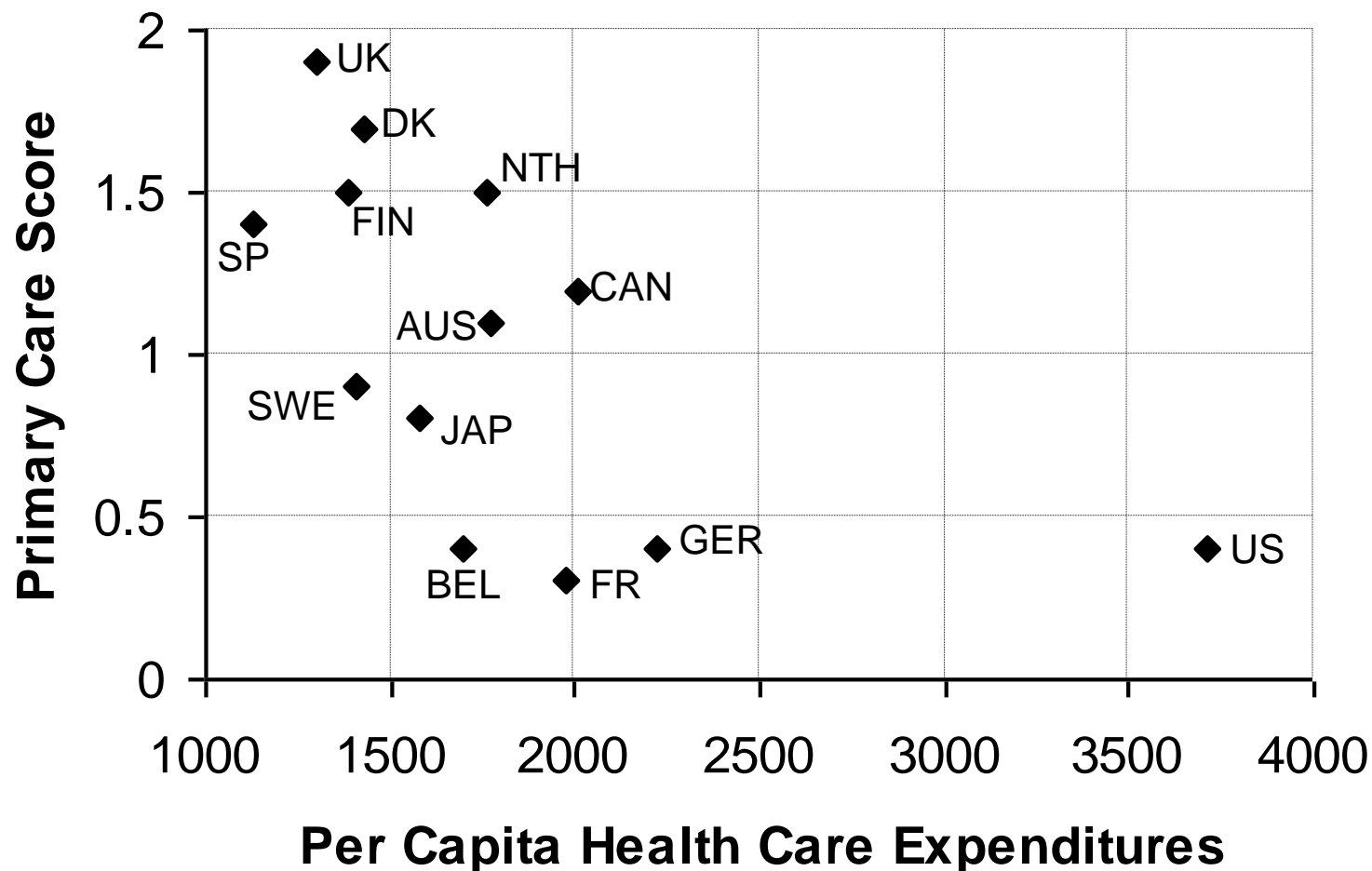
**Healing Relationships and Transformations in  
Health Care:  
Ethical Discernment and Practical  
Recommendations**

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# Primary Care Score vs. Health Care Expenditures, 1997



# Primary Care

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First Contact	<ul style="list-style-type: none"><li>• Accessibility</li><li>• Use by people for each new problem</li></ul>
Longitudinal	<ul style="list-style-type: none"><li>• Relationship between a facility and its population</li><li>• Use by people over time regardless of the type of problem; person-focused character of provider/patient relationship</li></ul>
Comprehensive	<ul style="list-style-type: none"><li>• Broad range of services</li><li>• Recognition of situations where services are needed</li></ul>
Coordination	<ul style="list-style-type: none"><li>• Mechanism for achieving continuity</li><li>• Recognition of problems that require follow-up</li></ul>

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What is needed is  
person-focused care over  
time, NOT disease-  
focused care.



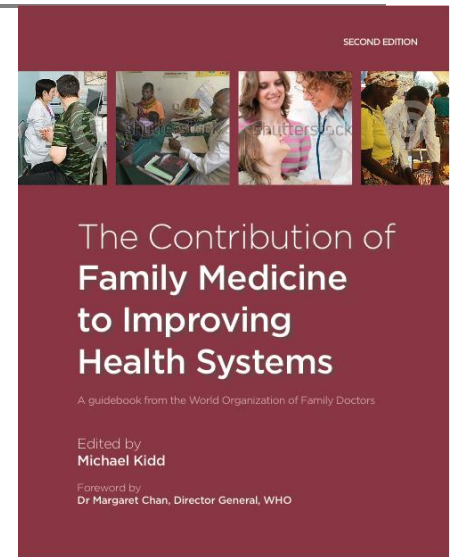




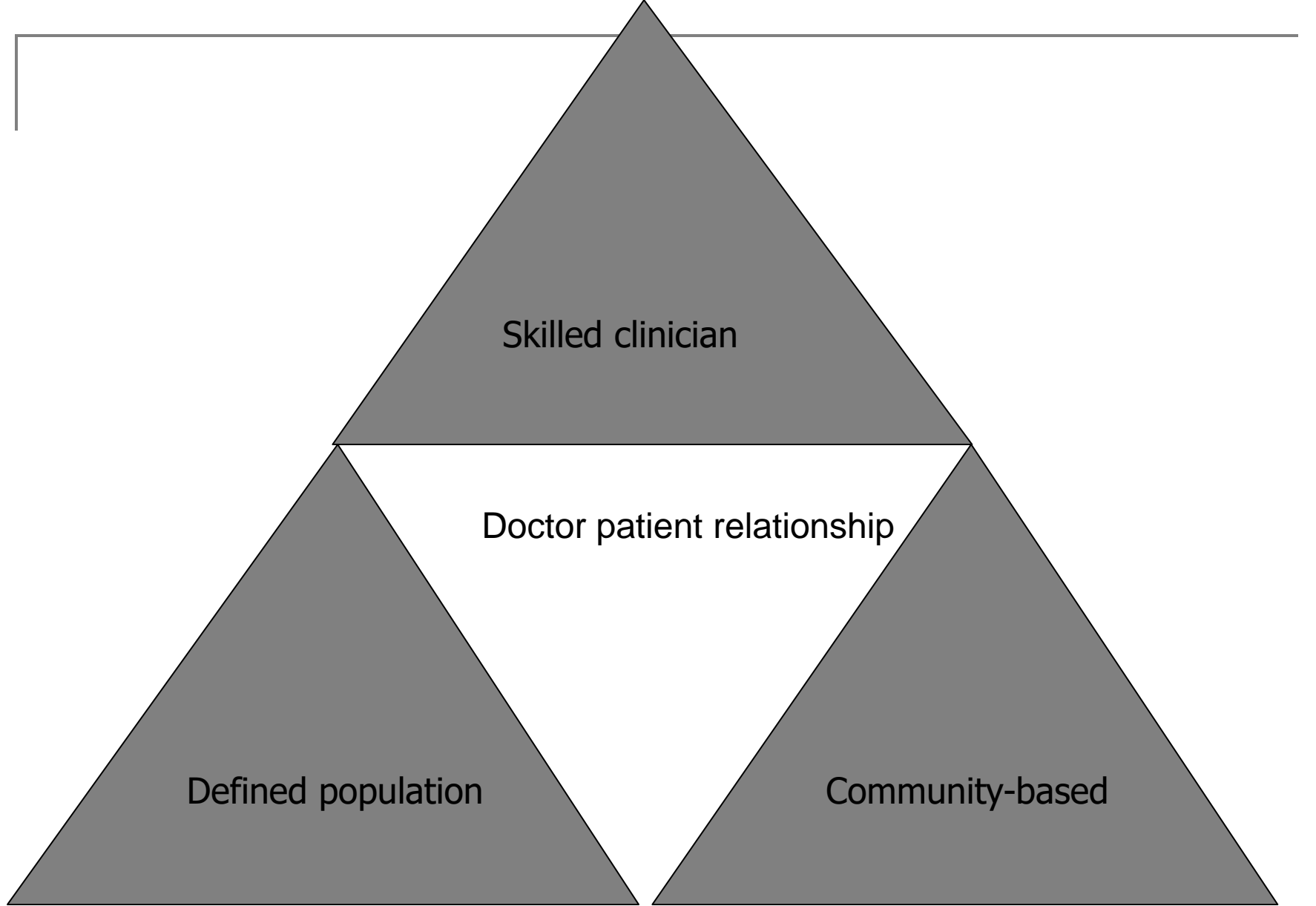


# Features of family medicine

1. First-contact care
2. Comprehensiveness
3. Continuity of care
4. Coordination
5. Prevention
6. Person-centeredness
7. Family-orientation
8. Community-orientation







Four principles of family medicine

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- "A health system where primary care is the backbone and family doctors are the bedrock delivers the best health outcomes, at the lowest cost, and with the greatest user satisfaction"
  - Dr. Margaret Chan, Director General WHO

# Sustainable Development Goals



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# Universal Health Coverage

- “I regard universal health coverage as the single most powerful concept that public health has to offer. It is inclusive. It unifies services and delivers them in a comprehensive and integrated way, based on primary health care.”
  - Dr. Margaret Chan WHO Director-General
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# A case that may help discern how transformations in health care challenge primary care

- The transformation is:
    1. The increase in “complexity in health care and the multiplicity of relationships patients encounter (involving various professionals, families of patients, and other support systems) that go beyond the individual physician-patient relationship”
  - The principles of primary care are ...
  - This case involves a patient with an intellectual and developmental disability
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# Questions for discussion

- How do the relationships of the family and the caregivers, respectively, with the patient enable person-centered care?
  - Are the best interests of the patient dependent on the relationships with others in her circle of care?
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# Questions for discussion

- Is a personal healing relationship with a health care provider a luxury which only some countries can afford? (A doctor for me, but a minimally trained primary health care worker for you?)
- What is required to reorient health care systems so that they resemble ones which Dr. Chan espouses?

