



COVID-19 Pandemic: Impacts on Primary Care

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Primary Care ... in Crisis

**/ Family Medicine,
General Internal Medicine,
and General Pediatrics**

/ First contact care

/ Relationship-centered

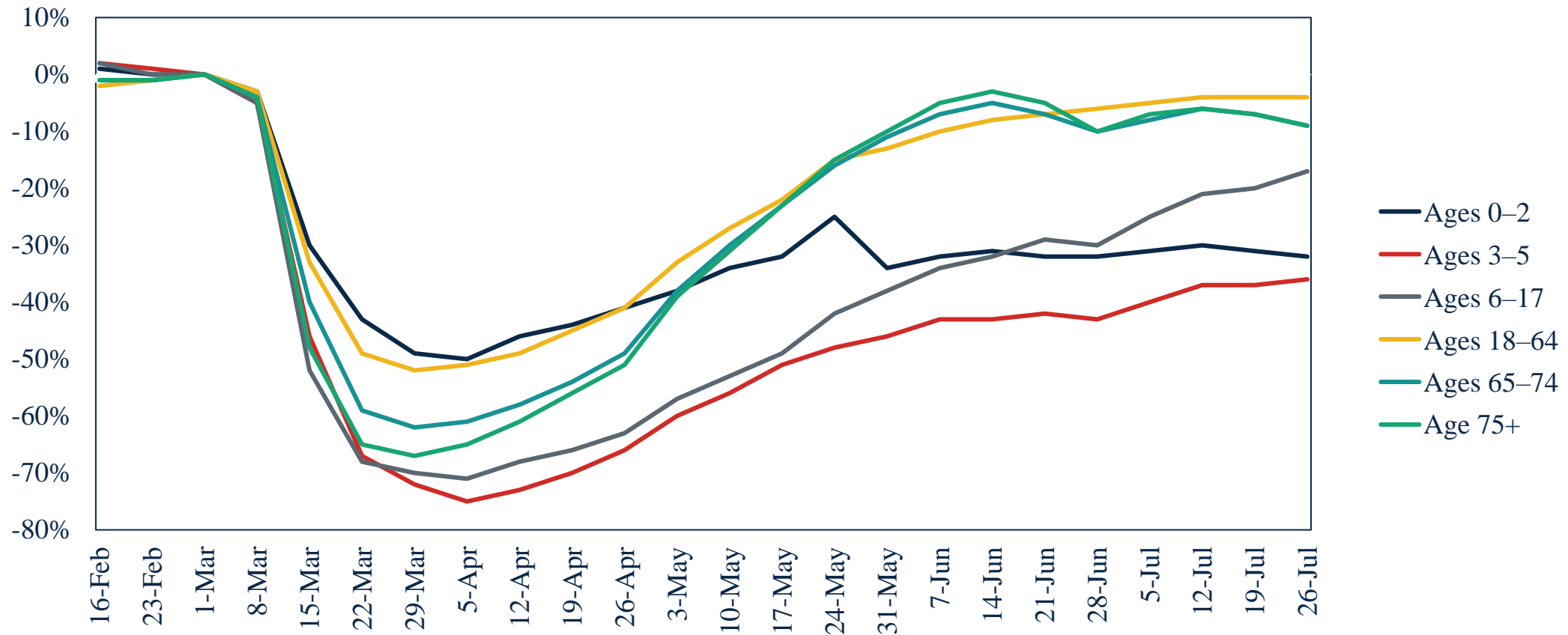
**/ Foundation of high-quality,
low-cost, equitable
health care system**

/ Transformation for > 10 years

/ Chronically under-resourced

- Financial investment
- Fee-for-service payment
- Human resources - workforce
- Technical assistance

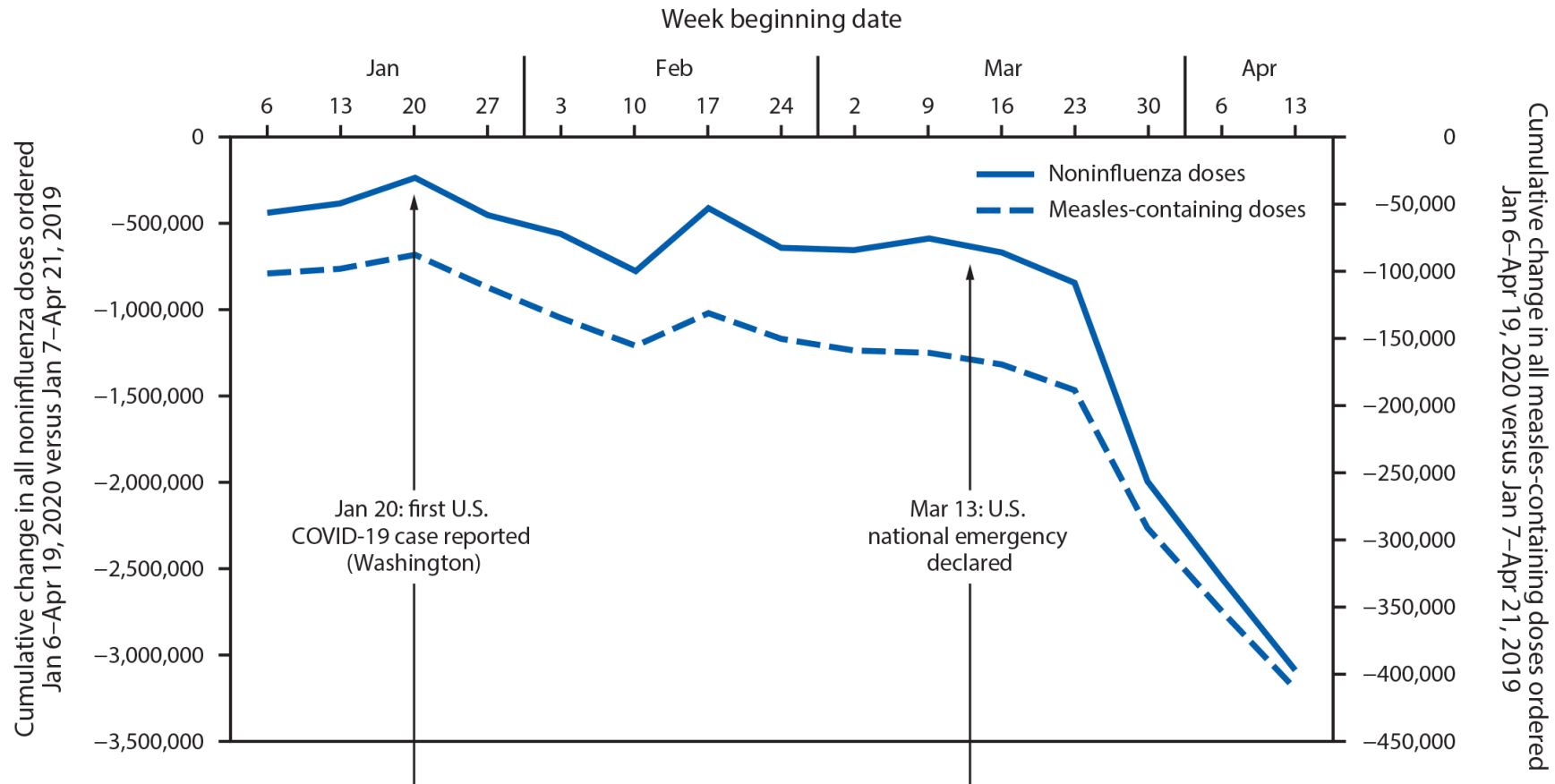
Ambulatory care visits, by age



Data are presented as a percentage change in the number of visits of any type (in-person and telemedicine) in a given week from the baseline week (March 1–7).

Source: Ateev Mehrotra et al., *The Impact of the COVID-19 Pandemic on Outpatient Visits: Changing Patterns of Care in the Newest COVID-19 Hot Spots* (Commonwealth Fund, Aug. 2020). <https://doi.org/10.26099/yage-q550>

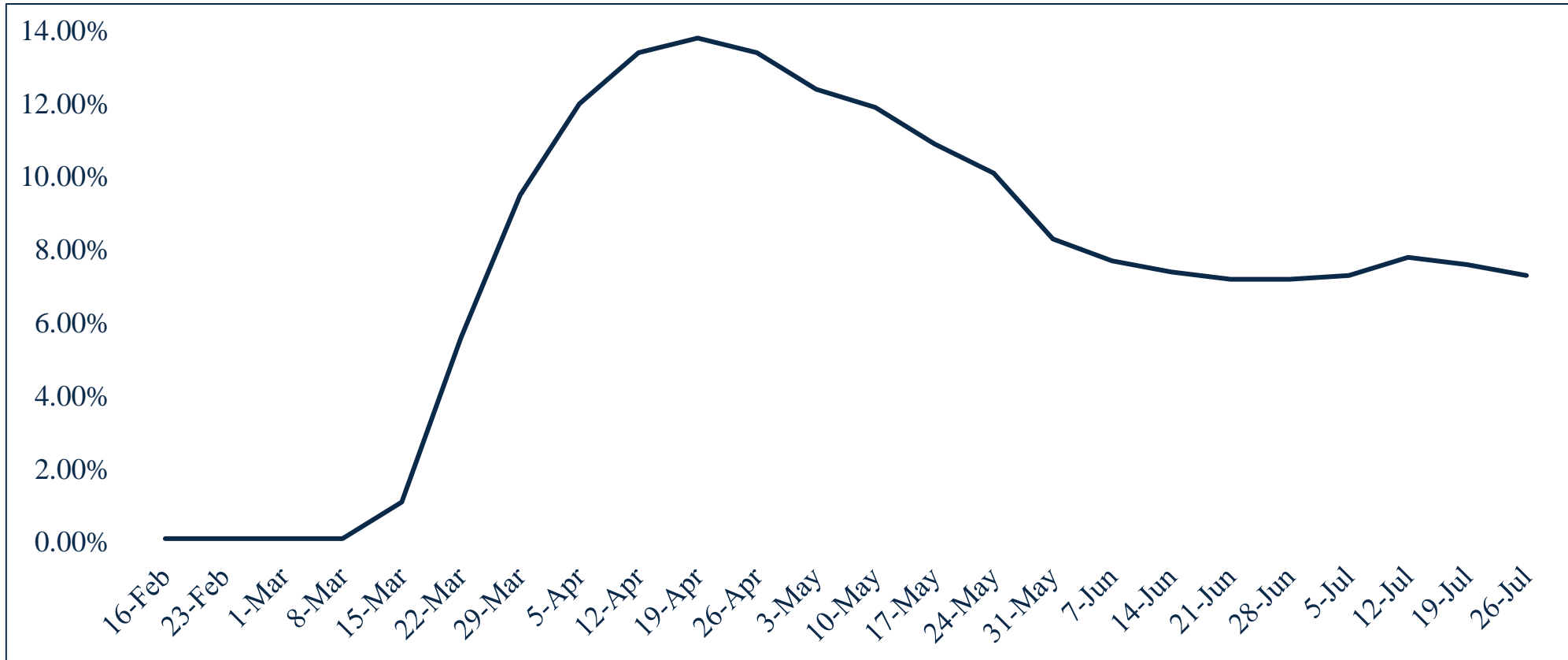
Routine childhood immunizations



* VFC data represent the difference in cumulative doses of VFC-funded noninfluenza and measles-containing vaccines ordered by health care providers at weekly intervals between Jan 7–Apr 21, 2019, and Jan 6–Apr 19, 2020.

US Department of Health and Human Services/Centers for Disease Control and Prevention MMWR / May 15, 2020 / Vol. 69 / No. 19

Telehealth visits



Data are presented as a percentage, with the numerator being the number of telemedicine visits in a given week and the denominator being the number of visits in the baseline week (March 1–7). Telemedicine includes both telephone and video visits.

Source: Ateev Mehrotra et al., [The Impact of the COVID-19 Pandemic on Outpatient Visits: Changing Patterns of Care in the Newest COVID-19 Hot Spots](https://doi.org/10.26099/yage-q550) (Commonwealth Fund, Aug. 2020). <https://doi.org/10.26099/yage-q550>

Primary Care Providers Speak:

- / The "I can do 4-6 weeks of this" transition to "this feels like a new/permanent normal" is crushing and demoralizing. Ways to build morale when everyone is at a computer workstation away from other staff (and patients) feels impossible. (Ohio)*
- / I am seeing a counselor regularly, and clearly have compassion fatigue. Pain from the daily treadmill, crying because of the broken system locally and fractured national disaster, knowing how different it could be. (Virginia)*
- / March-June the stress level was constant and severe. I had a physical and emotional meltdown in June and had to take a week off. Emotional exhaustion has also been affected by a physician colleague's suicide in May. (Oregon)*

Primary Care - Moving Forward

- / **Small independent primary care practice revenue needs to be stabilized**
- / **Primary Care investment needs to increase**
- / **Transition to population-based prospective payment (capitation) for primary care**
- / **Telehealth is here to stay – need to support with \$ and TA**

- / ***Primary care practices need both financial support and human support to continue to serve and continue to transform***