

Primary Care Transformation Model (PCTM)

Background

Primary care is the foundation of the health care delivery system. Research shows that investing in primary care can lower the cost of care, improve health, and improve health equity.¹ In collaboration with the state's purchasers, payers, and primary care provider community, HCA has been working to develop a new primary care transformation model (PCTM) for the state.

What are the goals of the PCTM?

The goals of the PCTM are to:

- Promote and incentivize integrated, whole-person, and team-based care.
- Improve primary care provider capacity and access.
- Increase investment in a transformed primary care system while better managing total cost of care over time.
- Align payment incentives as well as quality metrics across payers and providers.
- Work with interested public and private employers to spread and scale the model throughout Washington State.

How will the PCTM achieve its goals?

Under the PCTM, purchasers and payers will support transformation by:

- Aligning payments and incentives across payers.
- Increasing financial investment in primary care.
- Aligning the definition and measurement of "value."
- Using interoperable data systems (systems that can exchange information) to support better analysis of care quality and effectiveness.
- Reimbursing for all aspects of care, including telehealth technology, interpreters, and care coordination.

Providers in the PCTM will:

- Provide integrated, whole-person care.
- Develop high-functioning accountable care teams that address the goals and needs of the individual and family by efficiently organizing and coordinating care across the range of health system partners.

Learn more

[Multi-Payer Primary Care Transformation Model](#)

¹ Starfield, 2005