

From: Primary Care for All Americans admin@primarycareforallamericans.ccsend.com
Subject: Primary Care for All Americans Newsletter
Date: June 18, 2024 at 10:25 AM
To: briankeyser@mac.com



This Week in Primary Care The (Losing) Trust Issue

Trust is disappearing from retail health care as corporations take over practices. The Amazon-owned primary care service One Medical has **shifted care away** from local primary care offices to contractor-staffed call centers in the desert. Business behaviors like this lower costs for the corporate owner while **violating the trust relationship** with patients and putting their health at risk.

Primary care should be community-based and, as Christopher Lis writes in Barron's, follow the tradition of "the primary care physician as the **trusted-care quarterback for patients** and their families." Based on research from J.D. Power, Lis demonstrates that health care is personal and that big corporations are not gaining the trust of patients.

But there is reason to be optimistic about primary care in communities. In a guest column in the Amherst Bulletin, Dr. Meghan Gump shares her commitment to **relational connections with her patients**, something primary care docs everywhere can have if they follow her advice and remain "adaptable and creative" in the face of the changing health care landscape.

You can **support the movement** to bring quality, accessible primary care to every neighborhood and community by joining our Teach-In/Learn-In on **Tuesday, June 25th at 8:30 pm Eastern Time!** Details below!

Speaking of communities, tiny Scituate, RI, continues to lead the nation on ensuring primary care for all its residents by issuing a **resolution supporting primary health care for all!**

Wonky: If you want to go deep on trust in health care, **this report from the Hastings Center** examines interpersonal versus structural trust, trustor-trustee relationships, and building and borrowing trust in health care.

Keep reading...

- Do you have a primary care story? Good or bad, **we want to hear it!**
- Follow PC4AA on Social Media!
- Please support PC4AA in the fight for primary care for people, not for profit!

Each week we showcase how access to primary care makes people healthier, saves money, and can be the cornerstone of a healthcare system that puts people over profit.

Was this newsletter forwarded to you? Do you believe in access to primary care for all Americans? **Click here to join our mailing list!**

top EXCLUSIVE

Leaked documents reveal patient safety issues at Amazon's One Medical

Patient safety issues have increased since One Medical shifted care to a call center staffed by contractors, employees say.



By [Caroline O'Donovan](#)

June 15, 2024 at 9:50 a.m. EDT

Since Amazon acquired the primary-care service One Medical, elderly patients have been routed to a call center — staffed partly by contractors with limited training — that failed on more than a dozen occasions to seek immediate attention for callers with urgent symptoms, according to internal documents seen by The Washington Post.

When one patient reported a “blood clot, pain and swelling,” call center staff scheduled an appointment rather than escalating the matter for medical evaluation, according to a note in an internal incident tracking spreadsheet dated Feb. 19.

Read the Article



Teach-In/Learn-In Tuesday, June 25 8:30pm EST



Breaking the Stranglehold Building the Movement

*Taking the steps to bring primary
care to ALL Americans*

**Join a Breakout Group to
see how you can be a
part of this movement.**

Health care for people, not for profit!

REGISTER NOW!

tinyurl.com/PC4AAZoom

*Join PC4AA for a conversation about
making primary care accessible for all!*

Register Now!

BARRON'S

Retail Healthcare Isn't Landing With
Patients. Trust Is Missing.

Story by Christopher Lis • 4d • ⌚ 4 min read

About the author: Christopher Lis is managing director of global healthcare intelligence at J.D. Power.

The primary-care revolution hasn't quite gone as planned. Walmart's decision earlier this spring to close its health centers and shutter its virtual care offering, along with Dollar General's recent decision to end its mobile health initiative, are signals that efforts to reinvent healthcare through a consumer-driven, retail-delivery lens still face significant hurdles.

While the idea of improved access and ability to provide cost-effective care to under-served communities represented the great hope of the retail health movement, the reality is much more challenging. Chief among these issues is the perception among consumers of retail health as a transactional experience, while healthcare—when delivered effectively—is much more relationship-driven with trust as a critical component.

[Read the Article](#)

PC4AA on Social Media

We are excited to announce the launch of Primary Care for All Americans' new social media presence on **Instagram**, **Facebook**, and **LinkedIn**! These platforms will allow us to spread awareness, engage with our community, and promote our mission to provide accessible primary care for everyone in the US. Stay tuned for fun and informative content! We'll be sharing educational posts about healthcare, stories from our community, and more! To help us grow and reach more people, please follow us on these channels, share our posts, and invite your friends and family to join the movement. Please feel free to reach out if you have any ideas for exciting content. Together, we can make a difference!

AMHERST BULLETIN

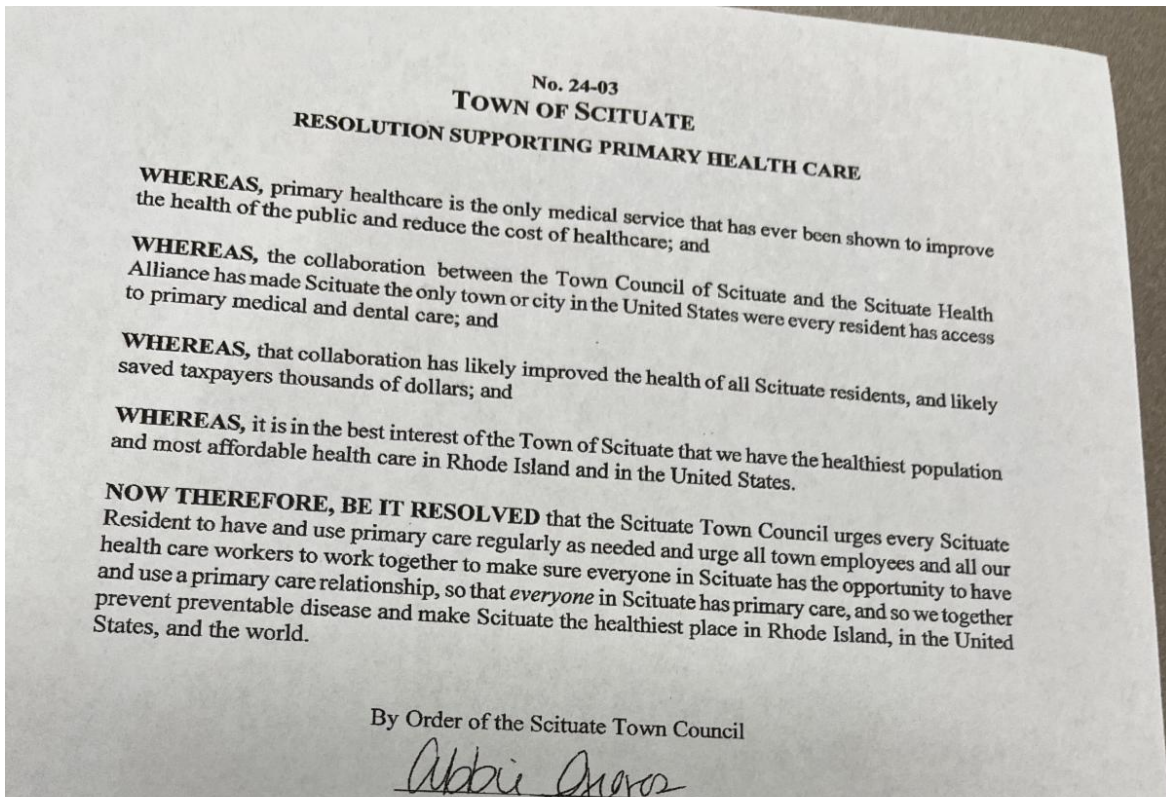
Guest columnist Dr. Meghan Gump: Dear Patients — We hear you!

By DR. MEGHAN GUMP

As a family practitioner and the medical director of Valley Medical Group, I care deeply about my patients and our community. During my 20 years of practicing full-spectrum primary care in Franklin County, I have come to value the relationships I have built with patients and their families.

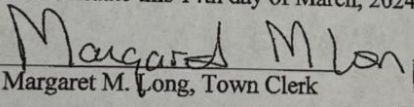
But I know for many people, this kind of medical care is not as easy to find and keep as it once was. Every day I hear patients voice the challenges of getting care, seeing someone who knows them and their unique needs, and being able to afford the care they receive.

[Read the Article](#)



Abbie J. Groves, President

IN WITNESS WHEREOF, I hereby attach my hand and the official seal
of the Town of Scituate this 14th day of March, 2024.


Margaret M. Long, Town Clerk



Trust in Health Care and Science: *Toward Common Ground on Key Concepts*

BY LAUREN A. TAYLOR, MILDRED Z. SOLOMON, AND GREGORY E. KAEBNICK

The Covid-19 pandemic has brought trust to the fore of public consciousness. Trust has always been a critical ingredient in the delivery of health services and the acceptance of public health guidance, but emergency conditions during the pandemic highlighted the social consequences when trust is weak or absent. Trust is critical for facilitating coordination among the public, health care delivery organizations, public health authorities, other government entities, and local community organizations, and it is crucial in affecting a population's willingness to accept expert opinion. Where trust was waning or absent during the pandemic, helpful masks went unworn, usable hospital beds sat empty, and effective vaccines sat on shelves.

There were many sociopolitical issues at play in the breakdown of trust during the pandemic, including political polarization, the rapid spread of disinformation and the disparate impact of the pandemic on high- and low-income populations. Each of these factors likely increased distrust and weakened the nation's ability to manage the pandemic. A lack of trust was not the only sociopolitical obstacle to the United States' Covid vaccination and response effort, but it surely inhibited some people from following public health guidance and seeking medical care.

The pandemic coincided with an invigorated national conversation about the pursuit of health equity, which also depends on trust. These twin catalysts spurred an uptick in academic and private-sector interest in the concept of trust. Between 2008 and 2018, the average number of records indexed in PubMed (a search engine for biomedical literature maintained by the United States National Library of Medicine) with "trust*" in the title was 527. In 2019, the year the pandemic began, 801 papers were indexed with "trust*" in the title, rising to 986 in 2020, the year George Floyd was murdered. Since then, the figure has continued to climb, to 1,223 in 2021 and to 1,370 in 2022.

Beyond the academic discourse, the private sector has responded by focusing its own form of attention on trust. Press Ganey, which conducts surveys of patients for health care organizations, released an e-book in July of 2020 titled *Building Workforce Trust: Lessons from COVID-19*.¹ Deloitte, a consulting firm, followed suit in 2021 with a lengthy article titled "Rebuilding Trust in Health Care: What Do Consumers Want—and Need—Organizations to Do?"² In summer 2022, CVS Health sent out the report *Health Trends: Trust in Health Care*, with the blurb "Public opinion has hit a critical moment. Where has trust eroded—and what can be done to build it back?"³ And in spring of 2023, approximately seventy

Lauren A. Taylor, Mildred Z. Solomon, and Gregory E. Kaebnick, "Trust in Health Care and Science: Toward Common Ground on Key Concepts," in "Time to Rebuild: Essays on Trust in Health Care and Science," ed. Lauren A. Taylor, Gregory E. Kaebnick, and Mildred Z. Solomon, special report, *Hastings Center Report* 53, no. 5 (2023): S2-S8. DOI: 10.1002/hast.1517

organizations focused on health care, public health, and biomedical research formed The Coalition for Trust in Health and Science to identify and share resources and best practices.⁴

[Read the Report](#)

Dear Brian,

By bringing communities together, **Primary Care for All Americans** can build a health care system for the United States that is for people, not for profit. But we need your support to make this social movement a reality.

- Our first-year budget is \$300,000, which sounds like a lot of money, but is nothing when you think of how proud we will all be when the USA finally gets a health care system to care for everyone.
- It will cost \$100,000 to recruit, train and support our first two local organizers for one year.
- It will cost \$25,000 per year to support a local work group.
- It will cost \$10,000 to write and produce each of our local, state, federal, and run-for-governor playbooks.
- It will cost \$5,000 to produce short videos for social media, so that we involve as many young people in this movement as possible.
- It cost \$3,000 to produce our website, and \$100 a month to maintain it.
- It cost \$1,000 to translate our web site into Spanish and will cost the same amount to add other languages.

Understanding that each state and community is different, we're assembling a menu of strategies and tactics that can and will propel meaningful local health care reform forward...

[Read the Letter](#)

[Donate Now!](#)

Share Your Primary Care Story With Us!

Have you had an unfortunate experience trying to access primary care? A great experience with a primary care provider? Whether you are a patient, caretaker, or health care professional, we want to hear your story! How has access to primary care affected you and your family?

Tell Us Your Story

We may even ask you to share your story with our supporters in one of our bi-weekly Teach-In/Learn-Ins! You can watch Kristen's story for inspiration.



Watch Kristen's Primary Care Story

**Watch Our Teach-In/Learn-In on
Primary Care for All Californians!**



Watch Recordings of All Our Recent Teach-In/Learn-Ins

[PC4AA Videos](#)

The PC4AA Website is now available in Spanish!

[PC4AA Español](#)

Invite a Friend to Join the Movement!

Primary Care for All Americans is leading the movement to bring affordable, accessible primary care to every American, in every neighborhood and community. Please invite a friend or colleague!

[Invite Someone](#)

If this newsletter was forwarded to you and you believe in access to primary care for all Americans, please join our mailing list!

[Join Us!](#)

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