



This Week in Primary Care The Organic Community Innovation Issue

Access to primary care has been shown to be **associated with** lower health spending and better health outcomes, yet the Milbank Memorial Fund and the Physicians Foundation 2025 annual **primary care scorecard** describes our primary care system as “crumbling” after years of neglect and chronic underinvestment.

“We discuss primary care's importance,” says Dave Chase in **arecent column** in *Healthcare Uncovered*, “while systematically undermining it.” (Find the article below.)

After decades of waiting for the federal government to fix our health care patchwork, we need to acknowledge that top-down solutions are not the answer. The cavalry isn't coming.

That doesn't mean there's nothing we can do about it. In fact, that means we *must* do something about it, community by community. As Chase explains, primary care “represents our greatest opportunity for transformation.” He illustrates his point with three examples of bottom-up primary care metamorphosis.

Southcentral Foundation's **Nuka System of Care**, which serves 70,000 Alaska Native and American Indian people in Alaska's Cook Inlet region, redesigned their health care system around their “customer-owners,” **empowering** those receiving services to share responsibility for the system's success. The share of the local Alaska Native population with a designated primary care provider increased from 35 percent in 1996 to more than 95 percent today. ER and urgent care usage as fallen by 42 percent, specialty clinic visits by 58 percent, hospital days by 36 percent, and specialist utilization by 65 percent. Alaska is now a destination for health care leaders from across the globe who want to learn from this model.

Across the country, Florida hotel chain Rosen Hotels & Resorts has benefitted the community in ways **far beyond health care** by bringing control of its

employees' health care in-house and being "proactive instead of being reactive." Health care costs are now half the national average, maternal outcomes have improved, and workers compensation costs are down 50 percent—saving the organization almost \$600 million since 1991. Rosen Hotels & Resorts uses the money saved through better health care management to fully fund their employees' and their children's college education, and in two "adopted" neighborhoods the company fully funds daycare, pre-K, after school programs, and college education for any student who graduates from high school.

In Ashtabula, Ohio, the city school district, with a staff of 300, created a [**Community Owned Health Plan**](#) that eliminated financial barriers to care, attracted high-quality clinicians to a previously underserved area, and saved \$2.4 million in the first year. Success led the city and county of Ashtabula, and even some private employers, to adopt the plan.

Chase concludes, "Different communities will naturally develop different models based on their needs, resources, and preferences. The key is allowing this organic community innovation to flourish, rather than insisting on one-size-fits-all solutions."

At PC4AA, we are giving you the tools—along with concrete examples of community-based primary care models that work—to bring the right primary care model to your community. These and other stories demonstrate that there are multiple paths to primary care—and therefore health care system—transformation.

To learn more about what we do—and what you can do—join our [**Teach-In/Learn-In**](#) on June 3 at 8:30 pm Eastern Time, when Gabrielle Yarru, MD, will discuss **How to Invite Policy Makers to Help Bring Primary Care to Everyone!**

And check out the new book from PC4AA board member Alan Roth! (below)

Become a Primary Care Champion!

Your support will help power the movement for primary care for all!

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The Path to Health Care for All Starts with Community-Based Primary Care



Part 1: Building the Foundation of a Sustainable Health Care System

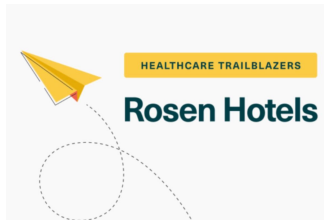
America's health care system faces seemingly insurmountable challenges – skyrocketing costs, uneven access, and middling outcomes despite enormous spending. Yet across the country, communities are proving that transformation is possible by starting small and building from the ground up. As we'll explore in this two-part series, the road to essential health care coverage becomes much more achievable with two strategic stops along the way: universal primary care and removing extreme waste.

[Read the Article](#)

Click below for more details about primary care transformation stories.



SOUTHCENTRAL FOUNDATION
NUKA SYSTEM OF CARE





Teach-In/Learn-In
Tuesday, June 3rd
8:30pm EDT



Gabrielle Yarru, MD

**How to Invite
Policy Makers to
Help Bring
Primary Care to
Everyone**

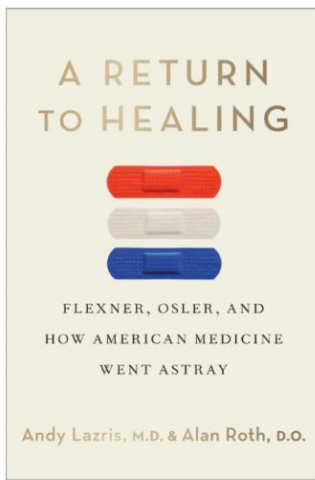
REGISTER NOW!

bit.ly/jun3zoom

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

Register Now!

**PC4AA board member, Alan Roth, M.D., together with
Andy Lazris, D.O., has written a new book that will
empower you to navigate today's health care landscape!**



Despite America's reputation for medical advancements, our healthcare system remains deeply flawed, plagued by high costs, bureaucratic inefficiencies, and a fixation on metrics rather than on patient well-being. For patients and providers alike, this system often prioritizes profit-driven protocols over compassionate, personalized care, resulting in a growing distrust among those it serves.

In **A RETURN TO HEALING: Flexner, Osler, and How American Medicine Went Astray** (University of Toronto Press; March 25, 2025), Dr. Andy [Lazris](#) and Dr. Alan Roth explore how American medicine reached this crisis point—and how we can get back on track.

With over 75 years of combined experience, Drs. [Lazris](#) and Roth trace the roots of our healthcare challenges to the early 20th century, when the 1911 Flexner Report, backed by powerful industry leaders, transformed medicine from a hands-on healing profession into a research-centered, numbers-driven industry. Through compelling patient stories and a critical examination of history, the authors contrast the prevailing approach with the compassionate, patient-centered philosophy advocated by William Osler—a vision that, if revived, could restore trust and efficiency to American healthcare.

Written for both patients and policymakers, **A RETURN TO HEALING** offers pragmatic advice for navigating today's healthcare landscape and provides actionable insights for reforming it. By shedding light on the origins of systemic issues like over-treatment and the prioritization of "fixing numbers" over genuine care, Drs. [Lazris](#) and Roth empower readers to become more informed patients and advocates for a healthcare system that is both sensible and humane.

[Order Now](#)

Do you have skills to share?
Volunteer with Primary Care for All Americans!

[Let Us Know](#)

We're hiring!

Primary Care for All Americans is searching for enthusiastic people for the following part-time roles. Depending on your qualifications, job descriptions may be combined or adjusted. Pay is \$20-\$30/hour, depending on experience. No experience is required, except where noted.

- The production associate will coordinate constituent relations, manage the mailing list, produce bi-weekly newsletters, manage the scheduling of meetings for multiple committees and state and local workgroups, update the website, and help out in other ways that come up. Five hours per

week.

- The communications associate will develop and nurture relationships with external partners, oversee internal and external communications, including social media, and contribute to the newsletter and website.

Please express your interest by emailing us:

[Email Us!](#)

If You've Ever Participated in the National Health Service Corps Scholarship Program

We would like to interview you for an upcoming issue of the PC4AA newsletter to learn:

- What did your service mean to you?
- How did your experiences change your life and practice?
- How did your presence affect the health of communities where you served?
- What stories stay with you?
- What does the NHSC mean for healthcare today?

Please click below to contact [Eve Shapiro](#) and share your story!

[Contact Eve](#)

If you missed our most recent Teach-In/Learn-In, *A Brief History of the National Health Service Corps*, with Dr. Don Weaver, you can watch here!



Watch Video

Become a Primary Care Champion!

We're excited to invite you to join us in making a meaningful difference in healthcare access for all Americans. By becoming a Primary Care Champion, you can support our vital work and help us create a healthier future for everyone.

Every contribution counts!

Together, we can drive impactful change in our communities.

Thank you for considering becoming a Primary Care Champion!

- Do you have a primary care story? Good or bad, **we want to hear it!**
- Follow PC4AA on **Instagram**, **Facebook**, and **LinkedIn!**

- We are looking for volunteers to work with our social media team! **Click here** if you are interested.
- Please **support PC4AA** in the fight for primary care for people, not for profit!

[Donate Now!](#)

HOW TO BOOST PC4AA ON SOCIALS!



[Link here to our socials and more!](#)

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!**

[Invite a Friend to Join the Movement!](#)

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 Teach-In/Learn-Ins! You can watch Kristen's story for inspiration.



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

[PC4AA Videos](#)

The PC4AA Website is now available in Spanish!

[PC4AA Español](#)

If this newsletter was forwarded to you and you believe in access to primary

care for all Americans, please join our mailing list!

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