

## Open School

### Video Activity: Making Primary Care Fulfilling Again

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/MakingPrimaryCareFulfillingAgain.aspx>)

*Douglas Eby, MD, MPH, CPE, Vice President, Medical Services, Southcentral Foundation, Alaska Native Medical Center*

#### Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (6 min 39 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

#### Learning Objectives

At the end of this activity, you will be able to:

- Discuss some potential reasons why there is a shortage of primary care physicians in health care today.
- List at least three ways Alaska Native Medical Center is different from a traditional medical center.
- Explain how redesigning the physical space at Alaska Native Medical Center has helped improve a patient's experience.
- Discuss some outcomes produced by redesigning the care process at Alaska Native Medical Center.

#### Description

Primary care suffers from a lot of problems, says physician executive Douglas Eby. Clinicians often have to work too quickly to get to know their patients, which makes for unfulfilling work and an ineffective care model. At Anchorage-based Alaska Native Medical Center, however, things are different. The community and the organization's leaders have developed a relationship-based model of care that has led to stunning clinical results — and made work much more rewarding for caregivers.

Alaska Native Medical Center provides primary, specialty, behavioral, and acute care, putting through about 400,000 outpatient visits a year. [Learn more about the center.](#)

## Related IHI Open School Online Courses

- [TA 101: Introduction to Population Health](#)
- [QI 202: Quality Improvement in Action: Stories from the Field](#)
- [PS 106: Introduction to the Culture of Safety](#)

## Key Topics

Prevention and wellness, efficiency and waste reduction, engage patients and families in care, office practice operations, patient- and family-centered care, redesign processes and systems, workforce satisfaction and retention, triple aim — population health, individual care, and cost control optimization

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**Facilitator**, show [the video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

## Discussion Questions

1. Why do you think there is a shortage of primary care physicians in health care? If you're a medical student, are you considering primary care? Why or why not?
2. If you had the opportunity to redesign an entire health care system, where would you start? What's the first change you would make?
3. Dr. Eby says "primary care is the underpinning of the entire system." Do you agree with that statement? Why or why not?
4. How important do you think an organization's physical space is to the care it provides?
5. After hearing about the culture at Alaska Native Health Center, would you want to work there? Why or why not?