




MEASURES THAT MATTER TO PRIMARY CARE


COMPREHENSIVENESS OF CARE FACT SHEET


About the Measure


 The Comprehensiveness of Care measure is part of the Measures That Matter for Primary Care initiative. It measures the extent to which clinicians offer a broad range of primary care services, which can help reduce or avoid referrals to specialists and other forms of health care (e.g., specialty care, hospital care).

 The measure includes 39 services in two categories: 19 care-based services (like managing chronic disease and behavioral health) and 20 procedure-based services (like joint injections and skin treatments). This list was created through detailed research and expert review.

 The scoring method is flexible and considers the different types of primary care. Clinicians don't need to perform every service to get a good score.

 Providing comprehensive care means patients receive more services within the same practice, which in turns enables the care team to deepen their relationships with their patients over time and provide personalized care.

 The measure includes important areas like mental health and palliative care, helping to coordinate patient needs better within one healthcare setting.

 The measure has been extensively tested using both claims and EHR data. No special effort is required by the clinician to collect and track measure results. The low- burden measure is flexible enough to implement in a variety of data environments.

Technical Spotlight

The Comprehensiveness of Care Measure evaluates how many different types of services primary care clinicians provide. It gives each clinician a score from 0 to 100 based on 39 different types of services provided by clinicians who care for 30 or more patients in a year.




Learn more about the measure
[Comprehensiveness of Care Measure](#)





Contact us
MeasuresThatMatter@theabfm.org





Current Landscape


 The comprehensiveness of care measure addresses a gap in assessing quality care in primary care settings.

 Studies show that when clinicians provide a wider range of services, they manage chronic conditions like diabetes and hypertension better. They also improve preventive care, such as cancer and depression screenings.

 Comprehensiveness is a “Quadruple Aim” measure that helps achieve better patient outcomes, lower health care costs, happier patients, and more satisfied clinicians. Research shows that when clinicians offer more services, they are happier, less likely to burn out, and build stronger relationships with their patients.

 Primary care practices that offer a wide range of services help reduce wait times and improve access to care. This is especially helpful for underserved and rural communities that often struggle to get specialty care.

 When primary care practices offer a wide range of services, it lowers Medicare costs, reduces hospital and emergency visits, improves care coordination, strengthens patient-doctor relationships, and makes preventive care more efficient.

 In patient surveys, nearly 70% of respondents indicated they would highly value knowing whether a primary care doctor provided comprehensive care in their practice.

Why Now?


A More Meaningful Standard for Primary Care


Whole-person clinical quality measures are essential in primary care. They apply to all communities, health situations, and diseases, helping to measure patient-centered quality care.


Measures That Matter to Primary Care emphasize personalized care, considering what is important to both patients and doctors. While current clinical quality measures focused on disease specific care have value, they don't fully align with the core principles of primary care or the needs of patients, communities, and health systems.

Comprehensiveness of Care is essential for a strong healthcare system and a key part of primary care.

Here's why it Matters

 For underserved communities, having comprehensive primary care is vital because it reduces the need to navigate complex healthcare systems or travel far for specialty care.

 Comprehensive care improves access: When primary care practices offer many services, patients don't have to wait long or go elsewhere for specialty care.

 Beyond patient benefits, providing comprehensive care contributes to professional satisfaction and helps reduce physician burnout by allowing doctors to fully utilize their training and maintain meaningful patient relationships.

