

PRIMARY CARE

2025

Capitalizing on rapid change to improve Ontario's primary healthcare system

Snapshot

The Covid-19 pandemic beginning in the spring of 2020 has been a crisis, shining a spotlight on the many fractures and weaknesses in our health care system. In some areas, the local primary care system was high functioning and nimble, meeting the health and well-being needs of Ontarians. In other regions the local primary care system experienced challenges, resulting in confusion for patients, reduced access to care, and frustration from primary care providers as they tried to maintain their ability to deliver care. Patients and primary care providers need consistent, supported team-based primary care.

This report represents the beginning of a conversation. While it was created by a group with professional, geographical, and population diversity, more voices are needed. Further engagement with patients and the broader primary care community is necessary.

For the full report, please see
WWW.PRIMARYCARE2025.COM

Key Recommendations

- **Primary care hubs for each geographic region**
 - A network of primary care providers who are responsible for population needs in a region including attachment to primary care
 - Guaranteed attachment to primary care teams for all Ontarians
 - All primary care physicians and nurse practitioners have a choice of enrolment model
- **Connect the siloed sectors**, including public health in planning, delivery and evaluation
- **Redefine access to care**
- **Establish partnerships with community agencies** to address social determinants of health
- **Address the backlog of care** through prioritized standards of care
- **Support and fund primary care leadership**
- **Involve patients and families in the development and ongoing evaluation**
- **Support the value and complexity of generalist medicine**
- **Promote continuity with primary care**
- **Ensure safety in primary care as a key quality metric through training and support**