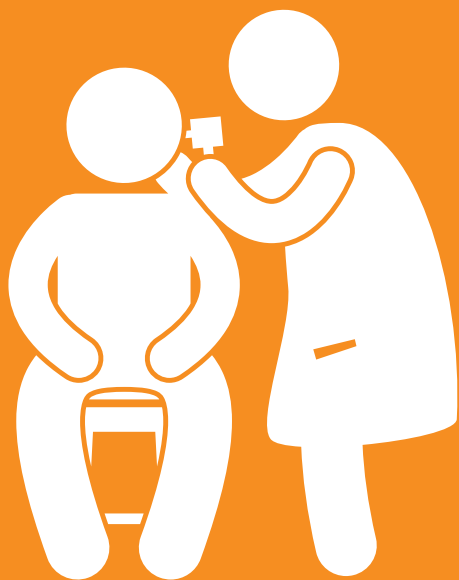


DELIVERING COMPREHENSIVE, COORDINATED AND CONTINUOUS CARE



CONTINUITY OF CARE, WHICH IMPLIES THAT INDIVIDUALS USE THEIR PRIMARY SOURCE OF CARE OVER TIME FOR MOST OF THEIR HEALTH CARE NEEDS, **IS ASSOCIATED WITH GREATER SATISFACTION, BETTER COMPLIANCE, AND LOWER HOSPITALIZATION AND EMERGENCY ROOM USE.¹**



AT THE END OF LIFE, GREATER CONTINUITY WITH PRIMARY CARE IS GENERALLY ASSOCIATED WITH REDUCING AVOIDABLE HOSPITALIZATIONS,² LESS EMERGENCY DEPARTMENT USE³ AND INCREASED OUT-OF-HOSPITAL DEATHS FOR PATIENTS WITH A TERMINAL ILLNESS.⁴

¹Starfield B, Shi L, Macinko J. Contribution of Primary Care to Health Systems and Health. *The Millbank Quarterly*. 2005;83(3):457-502. doi:10.1111/j.1468-0009.2005.00409.x.

²Cheng SH, Chen CC, Hou YF. A longitudinal examination of continuity of care and avoidable hospitalization: evidence from a universal coverage health care system. *Arch Intern Med*. 2010;170(18):1671-1677. doi: 10.1001/archinternmed.2010.340.

³Burge F, Lawson B, Johnston C. Family physician continuity of care and emergency department use in end-of-life cancer care. *Medical Care*. 2003;41(8):992-1001. doi: 10.1097/00005650-200308000-00012.

⁴Burge F, Lawson B, Johnston C, Cummings I. Primary care continuity and location of death for those with cancer. *J Palliat Med*. 2003;6(6):911-918. doi: 10.1089/109662103322654794.