**TITLE**

Reducing health care costs and improving health outcomes: Is patient-centered care the means to achieve the incongruent objectives?

**ABSTRACT**

# *Purpose*: This research determines if primary care physicians use patient-centered care and whether healthcare policies predicated on the practice can be effective in achieving cost **reductions while improving health outcomes.**

*Methods*: Primary care physicians were surveyed through self-administered questionnaires and a hypothesis based on proportions was developed to test their patient-centeredness. Physicians were deemed to be patient-centered if they had adopted at least five of nine attributes. Hypothesis testing was used to determine patient-centeredness. Deductive reasoning was applied to reach conclusions regarding the likely efficacy of patient-centered care (PCC) policies in reducing costs and improving health outcomes.

*Results*: Survey participation rate was 39.5%. Adoption rates for individual patient-centered care attributes ranged from 88.2% for electronic health record (EHR) adoption to 0.0% for patient portal implementation. Overall patient-centered care adoption rate was about 65%.

*Conclusion*: Primary care physicians use patient-centered care. Therefore adopting patient-centered care policies to enable reductions in healthcare spending cuts and improvements in health outcomes is unlikely to be effective. However, results show low adoption rates for some of the patient-centered attributes, providing possibilities for improvement. This study has significant internal and external validity issues, warranting further studies before concrete healthcare policies predicated on patient-centered care are adopted.