Research shows that when people’s preferences are at the center of care, outcomes improve. However, this doesn’t happen often enough, and there are stark racial and ethnic inequities.

**The State of Person-Centered Care: 2014 to 2018**

Racial disparities in person-centered care increased.

Accounting for individuals’ care preferences matters.

People who receive person-centered care:
- Have higher satisfaction with their care
- Have better control of chronic conditions
- Receive more preventative care
- Have lower projected health care costs

Policy and practice solutions can make person-centered care more available.

- Reimbursement & measurement
- Strengthening & expanding primary care
- Training & engagement

[Graphic representations of these points are shown, including a bar graph and icons for each point.]