**Acknowledged**
Acknowledge the importance of primary care as part of all integrated systems of care

**Ensure**
With the consent of families, ensure that a family’s primary care provider is a valued member of their dynamic care team with a defined role and set of responsibilities

**Cultivate**
Cultivate personal relationships among hospital-based and community/primary care-based dynamic care team members

**Utilize**
Utilize primary care as a family’s “first contact” and as a valued expert to triage problems and concerns as they arise

**Communicate**
Develop reliable multi-directional means of communication and sharing of information that include each child’s primary care team particularly in the presence of different EHR systems

**Facilitate**
Facilitate the development of care coordination systems with “nodes” of connection among families, complex care clinics and other hospital-based resources, and primary care teams

**Distribute**
Distribute locus of management responsibilities according to levels of complexity and to the preferences of families between complex care clinics and primary care settings

**Train**
Provide regular training opportunities to primary care teams in the management of children with medical complexity as well as access to “point of care” decision support resources