Ambulatory Practice of the Future
Massachusetts General Hospital

MGPO, CIMIT, MGH Lab of Computer Science
Stoeckle Center for Primary Care Innovation

HST 921: Information Technology in
The Healthcare System of the Future

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### Shifting paradigms for care (vision)

<table>
<thead>
<tr>
<th>Today</th>
<th>Tomorrow</th>
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<tr>
<td>Focus on sickness</td>
<td>Focus on health &amp; wellness</td>
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<td>Event-based care</td>
<td>Continuous care</td>
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<td>Static care model</td>
<td>Evolving care model</td>
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<td>Directive communication</td>
<td>Collaboration</td>
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<td>Individual experiences</td>
<td>Team-based experiences</td>
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<td>Patient goes to treatment</td>
<td>Treatment to patient</td>
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<td>One size fits all</td>
<td>Mass customization</td>
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<td>Obscurity</td>
<td>Transparency</td>
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The APF Care Model

- Health & Life Balance Plan
  - compact & customized care plan
- Empowered to participate in care process
- Advisory role in ongoing APF development
The APF Care Model

- Members - MD, RN, NP, MA, Care coordinator, Greeter
- Acute / chronic care
- Proactive pop mgmt
- Shared responsibility of ongoing practice redesign
- ‘Productivity’ redefined
The APF Care Model

- Patient-centered design
- Critical components:
  - Living room/library
  - Urgent care
  - Open access / flexible team schedule
  - Central team area
  - APF Exam Room (CIMIT)
  - ‘Blank space’
  - Telemedicine area
The APF Care Model

- APF Portal (LCS)
- Synchronous and asynchronous e-visits
- Remote physiologic monitoring (CCH, CIMIT)
- Population management
- Peer – to – peer care