

# 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)

## Today

Focus on sickness

Event-based care

Static care model

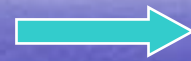
Directive communication

Individual experiences

Patient goes to treatment

One size fits all

Obscurity



## Tomorrow

Focus on health &  
wellness

Continuous care

Evolving care model

Collaboration

Team-based experiences

Treatment to patient

Mass customization

Transparency

# The APF Care Model



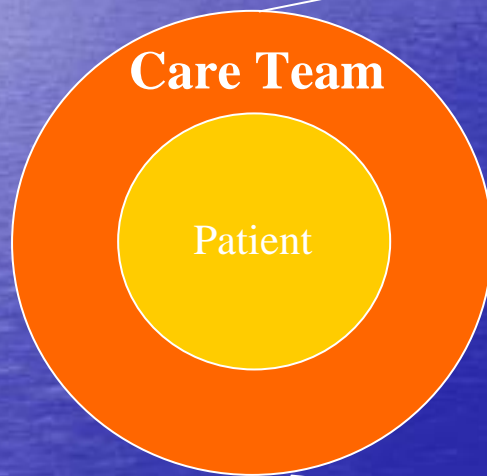
- Health & Life Balance Plan

compact &  
customized care plan

- Empowered to participate in care process

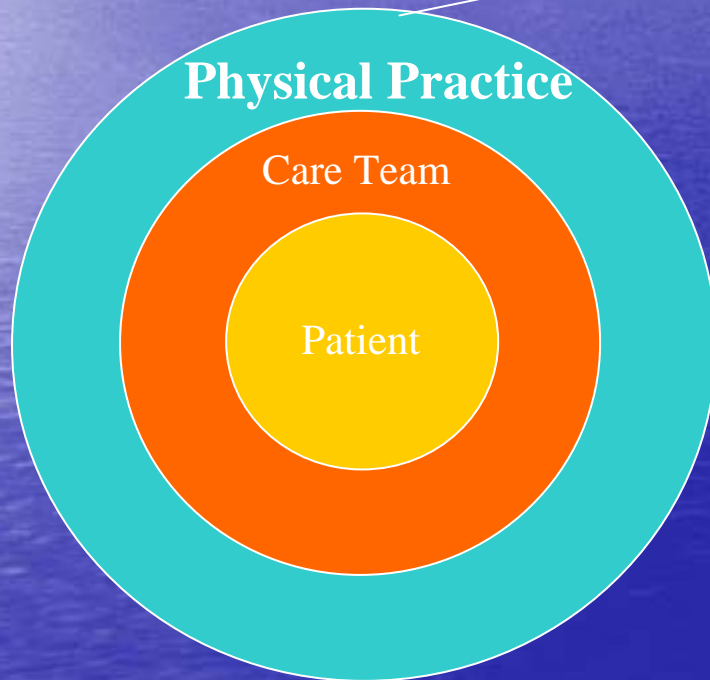
- Advisory role in ongoing APF development

# The APF Care Model



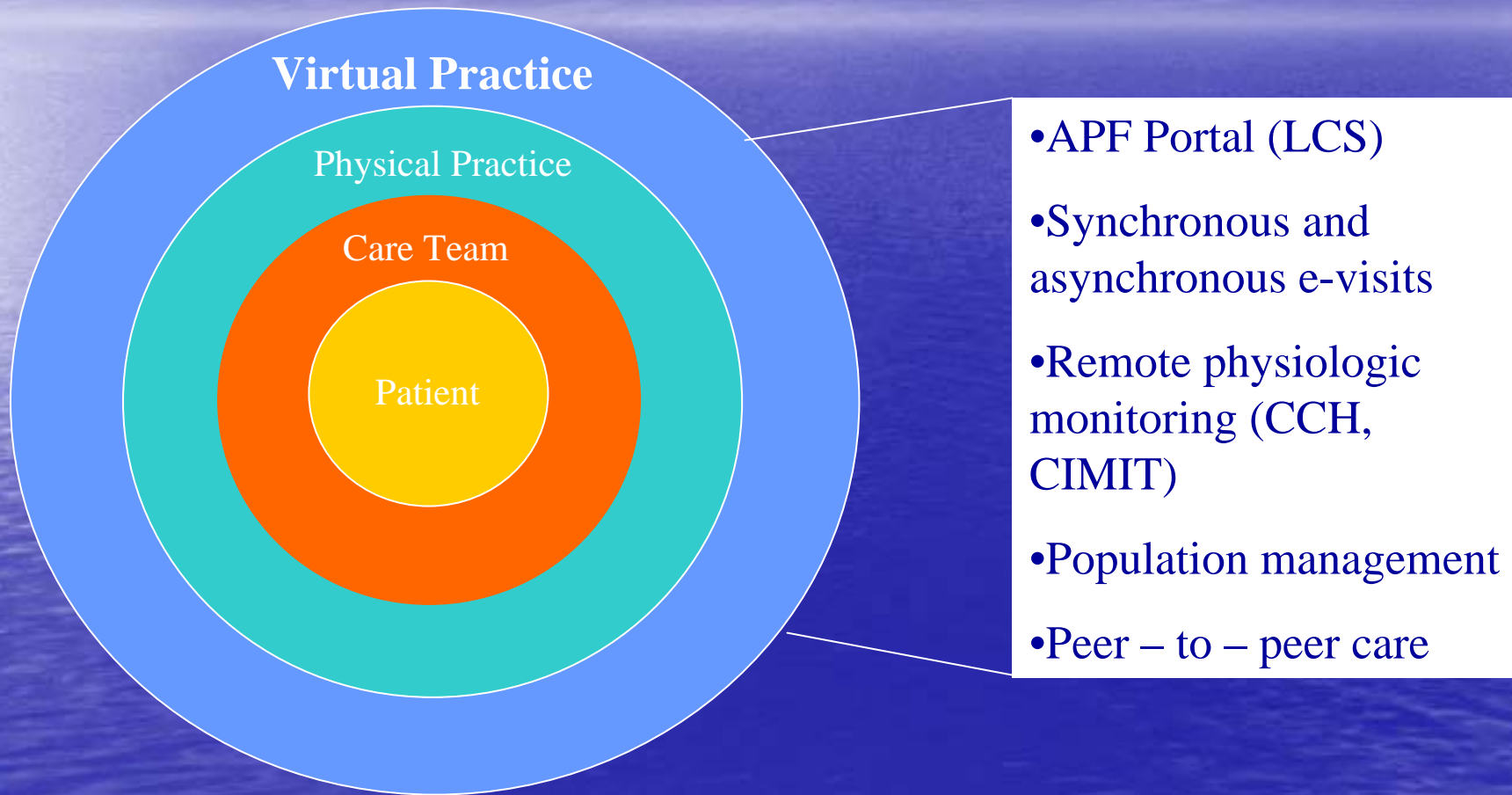
- Members - MD, RN, NP, MA, Care coordinator, Greeter
- Acute / chronic care
- Proactive pop mgmt
- Shared responsibility of ongoing practice redesign
- 'Productivity' redefined

# 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



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